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

ITEM: 3.47
(ID # 29367)
MEETING DATE:
Tuesday, December 09, 2025

FROM : SHERIFF-CORONER-PA

SUBJECT: SHERIFF-CORONER-PA: Approve the Master Agreement with Intergraph Corporation, a Subsidiary of Hexagon, for the On-Premise Computer Aided Dispatch (CAD) and Record Management System (RMS) and the Professional Service Agreement with Tyler Technologies, Inc. for the Public Safety Software Jail information Management System (JIMS) for Ten (10) Years and Authorize the Chair of the Board to sign the Agreements on Behalf of the County; All Districts; [Total Cost $37,495,450 plus up to $1,874,772 in additional compensation; 100% Sheriff's Budget]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Approve the Professional Services Agreement with Hexagon for the purchase of the on-premise Computer Aided Dispatch (CAD) from other than low bid and Record Management System (RMS) as the lowest responsive bid for 10 years through December 30, 2035, for a total aggregate amount of $25,625,482 and authorize the Chair of the Board of Supervisors to sign the Agreement on behalf of the County; and,

2. Approve the Professional Service Agreement with Tyler Technologies, Inc. for the purchase of the Public Safety Software Jail Information Management System (JIMS) (Tyler Agreement) for 10 years through December 30, 2035, for a total aggregate amount of $11,869,966 and authorize the Chair of the Board of Supervisors to sign the Tyler Agreement on behalf of the County; and

Continued on Page 2
ACTION:Policy

Zachary Hall
Zachary Hall, ASSISTANT SHERIFF 12/1/2025

MINUTES OF THE BOARD OF SUPERVISORS

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

Ayes:	Medina, Spiegel, Washington, Perez, and Gutierrez
Nays:	None
Absent:	None
Date:	December 9, 2025
xc:	Sheriff

Kimberly A. Rector
Clerk of the Board
By: _____ Deputy

RECOMMENDED MOTION: That the Board of Supervisors:

3. Authorize the Purchasing Agent, in accordance with Ordinance 459, based on the availability of funding and as approved as to form by County Counsel to: (a) sign amendments to the Agreements that do not change the substantive terms of the Agreements, (b) and sign amendments to the compensation provisions that do not exceed the sum total of five percent (5%) of the total aggregate cost of the Agreements; and

4. Authorize the Purchasing Agent to issue Purchase Orders for the goods/service provided that do not exceed the approved amounts.

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	$ 7,059,403	$ 7,329,283	$ 37,495,450	$ 0
NET COUNTY COST	$ 0	$ 0	$ 0	$ 0
SOURCE OF FUNDS: 100% Sheriff's Budget			**Budget Adjustment:** No	
			For Fiscal Year: 25/26 – 34/35	

C.E.O. RECOMMENDATION: Approve

BR# 26-069

BACKGROUND:

Summary

The Riverside County Sheriff's Office (RSO) utilizes the Computer Aided Dispatch (CAD), Records Management System (RMS), and Jail Information Management System (JIMS) to document and share essential information in real time, which is crucial for performing law enforcement duties. These platforms are the backbone of daily operations by directly supporting law enforcement responses, data management, and inmate tracking. However, these systems are based on outdated technologies, which increasingly compromise their reliability, efficiency, and compliance.

The Sheriff's current CAD system acquired in 1986, and RMS purchased in 1994, are antiquated, operating on old platforms. Additionally, the Jail Information Management System (JIMS), developed in-house, is also built on outdated computer language. RSO is encumbered by aging public safety systems that have not only become outdated but are also increasingly cumbersome to maintain. These legacy platforms are ill-equipped to meet the demands of modern law enforcement and seamless data integration. They hinder operational efficiency, create data silos across divisions, and obstruct vital information sharing with regional and state partners. The repetitive tasks faced by system operators across these systems and the challenges in complying with evolving state and federal mandates further stifle the efforts to enhance operations and achieve optimal workflow efficiency.

As the demands for reporting continue to escalate, it is imperative for RSO to discover a more streamlined and effective approach to delivering crucial information to personnel on the ground—swiftly and accurately. The Department's ability to respond decisively and support the community hinges on finding a solution that not only keeps pace with today's challenges but also elevates the Department's capability to serve and protect.

The systems in use for the past 30 years have now reached the end of their life cycles. Maintaining these intricate systems not only demands significant resources but also reveals gaps in both efficiency and reliability. To address these challenges, RSO undertook a competitive bidding process and selected Hexagon for the CAD and RMS solutions, alongside Tyler Technologies, Inc. for the JIMS. This strategic investment in public safety infrastructure is poised to bring remarkable, measurable benefits to the community, including:

- Improve emergency response: By streamlining the flow of information from dispatch to first responders, these innovative systems will significantly cut response times, ensuring residents and businesses receive prompt assistance in times of crisis. With accurate, real-time data sharing, deputies, firefighters, and medical personnel will be empowered to respond with enhanced precision and seamless coordination, ultimately saving lives and fostering a safer community.
- Enhanced community safety: By harnessing the power of modern CAD and RMS systems, RSO can significantly improve situational awareness. This technology empowers the department to allocate resources more strategically, helping to prevent incidents before they escalate and ensuring a safer environment for all.
- Efficiency and accuracy in records: The new RMS will empower officers to swiftly capture, manage, and access vital information. This innovative system promises to streamline operations, significantly reduce delays caused by paperwork, and diminish the potential for human error. With enhanced transparency, critical data will be readily available for court proceedings, compliance reporting, and community awareness, fostering a stronger connection between law enforcement and the public.
- Elevating Jail Operations: The new JIMS will streamline inmate tracking and administrative processes while adhering to state and federal regulations. By fostering safer and more efficient jail operations, JIMS not only enhances the working environment for staff but also promotes the well-being of incarcerated individuals and the community as a whole, significantly reducing the risk of errors.

The investment of these critical systems is not just necessary to replace outdated technology, but also essential to strengthen public safety operations and meet modern standard for public safety operations. Furthermore, based on Riverside County Grand Jury's review of emergency communications, as referenced in the report "911 Call Failed, Now What", the Grand Jury's examination highlights the importance of reliable, efficient systems to support public safety during critical incidents, reinforcing the necessity of replacing the Sheriff's legacy platforms with a modern CAD, RMS, and JIMS solution (MO Item 3.6, 7/09/24).

Impact on Residents and Businesses

RSO is committed to elevating public safety through the innovative use of modern technology, fostering unparalleled efficiency, accuracy, and responsiveness. The CAD/RMS/JIMS modern platforms will significantly improve how law enforcement and public safety personnel serve the community by streamlining the flow of vital information between dispatcher, field units, and response time, ensuring strategic resource utilization and tactical deployment. This significant upgrade is not merely a technical enhancement; it is a forward-thinking investment that aligns with the County's mission to safeguard, serve, and enrich the community.

Contract History and Price Reasonableness

The Riverside County Purchasing Department, in partnership with the Riverside Sheriff's Office (RSO), collaborated with National Public Safety Group (NPSG) to deliver expert procurement management and specialized knowledge for a complex multi-system acquisition. On February 7, 2024, a Request for Proposal (RFP) # SHARC-525 for an innovative suite of Public Safety Software was released. This encompasses Computer Aided Dispatch, Mobile Data, Records Management, and Jail Information Management Systems.

Purchasing reached out to a diverse network of one hundred and three (103) potential bidders, captivating the interest of seventy-three (73) who downloaded the bid documents. Ultimately, Purchasing received seven (7) bid proposals, each was eager to contribute their expertise and solutions to enhance our public safety efforts.

The County Purchasing Department, in collaboration with NPSG and the Sheriff's internal project committee, undertook a meticulous and thorough evaluation process. This encompassed an in-depth analysis of the proposed features and functionalities, dynamic product demonstrations, insightful vendor interviews, and careful final selection and contract negotiations. Throughout the bid evaluation, each vendor was rigorously assessed and scored against several key criteria, including their overall response to the RFP requirements, demonstrated experience and capabilities, cost efficiency, references, and financial stability. After a comprehensive review, Hexagon emerged as the preferred vendor for CAD and RMS, while Tyler Technologies, Inc. was selected for the JIMS. Hexagon was selected for both CAD and RMS systems to have a single vendor provide both systems for best overall performance based on the complexity and integration between these two applications. Hexagon was the highest ranked provider for RMS while they were 2nd ranked for CAD after final evaluations. These vendors were recognized as the most capable partners to fulfill the operational, technical, and integration demands of the department, ensuring a seamless and effective implementation for our community.

RSO's internal project committee, in collaboration with the NPSG team, dedicated considerable effort to secure exceptional ten-year terms. Their negotiations ensured that the proposed Agreements not only offered the County competitive pricing but also delivered strong contractual protections and clear, measurable outcomes for implementation. This commitment reflects the shared vision of excellence and accountability in serving the community.

Additional Fiscal Information

The investment in the Department's technological future is significant, with a 10-year cost of $25.6 million for the CAD and RMS, alongside $11.9 million for the JIMS. This comprehensive budget encompasses all necessary elements, including software, hardware, licensing fees, system integration, implementation services, project management, training, and ongoing maintenance support.

In total, the strategic investment of $37.5 million for CAD, RMS, and JIMS will be responsibly funded through RSO's budget, ensuring the Departmnent's commitment to public safety and efficiency. To further enhance preparedness, RSO is also requesting a 5% contingency of $1,874,772. This safeguard will provide flexibility to address any unforeseen service support needs or additional hardware acquisitions, ensuring systems remain robust and responsive in the face of evolving challenges.

The modernization project will unfold in carefully planned phases. RSO anticipates that the CAD system will take approximately 30 months for a seamless implementation. Meanwhile, the RMS and JIMS systems are expected to be fully integrated within 18 months each, ensuring a smooth transition to enhanced efficiency and performance.

Below reflects the cost breakdown:

Hexagon	FY 25-26	FY 26-27	FY 27-28	FY 28-29	FY 29-30	TOTAL
	Investment Cost: Software licensing, hardware, integration, implementation services, project management, maintenance cost				Maintenance yr 2	Investment and maint. cost
CAD RMS	$6,193,828	$4,100,000	$ 2,770,000	$ 2,264,005	$ 1,552,493	16,880,326

Hexagon	FY 30-31	FY 31-32	FY 32-33	FY 33-34	FY 34-35	TOTAL
	Maintenance yr 3	Maintenance yr 4	Maintenance yr 5	Maintenance yr 6	Maintenance yr 7	Maint. yr 3-7
CAD RMS	$1,614,593	$1,679,177	$1,746,344	$1,816,197	$1,888,845	$8,745,156

CAD/RMS 10 Year Total 25,625,482

Tyler	FY 25-26	FY 26-27	FY 27-28	FY 28-29	FY 29-30	TOTAL
	Investment Cost: Software licensing, integration, implementation, on-site support and subscription cost year 1-3			Subscription yr 4	Subscription yr 5	Investment and maint. cost
JIMS	$865,575	$3,229,283	$1,087,653	$872,756	$898,938	$6,954,205

Tyler	FY 30-31	FY 31-32	FY 32-33	FY 33-34	FY 34-35	TOTAL
	Subscription yr 6	Subscription yr 7	Subscription yr 8	Subscription yr 9	Subscription yr 10	Subscription yr 6-10
JIMS	$925,906	$953,684	$982,294	$1,011,763	$1,042,116	$4,915,763

JIMS 10 Year Total 11,869,968

CAD/RMS/JIMS Investment 10 Year Total $37,495,450

A significant portion of the CAD, RMS, and JIMS procurement and implementation costs will be counterbalanced by the elimination of ongoing subscription and support expenses associated with the legacy systems. The current annual cost of maintaining these outdated platforms is approximately $1,051,264. Once the new systems go-live, and over the 10-year contract term, this represents projected cumulative savings of approximately $10.5M. This strategic offset will not only lighten the net fiscal burden of the modernization initiative but will also pave the way for a more efficient and sustainable future during the project's implementation period.

The following annual subscriptions and support of the current CAD, RMS, and JIMS systems are listed below:

Software/Subscription Description	Vendor	Annual Estimated Cost
CAD Maintenance	Cofomo	$169,370
Management Services for CAD	HPE	$191,742
CAD Non-stop hardware and software support	HPE	$198,254
FusionRMS (eLEETS)	TAB Products	$37,460
JIMS Maintenance	Veryant	$122,600
Law Records Management System	Tritech	$331,838

ATTACHMENTS:
Approved H-11
Master Agreement – Hexagon
Professional Service Agreement – Tyler Technologies, Inc.

Melissa Curtis
Melissa Curtis, Deputy Director of Purchasing and Fleet 11/25/2025

Rebecca S Cortez
Rebecca S Cortez, Principal Management Analyst 12/2/2025

Karan Chandran
Karan Chandran, Chief Information Officer 11/21/2025

Aaron Gettis
Aaron Gettis, Chief of Deputy County Counsel 11/21/2025

PROFESSIONAL SERVICE AGREEMENT

for

Public Safety Software Jail Information Management System

between

COUNTY OF RIVERSIDE

and

Tyler Technologies, Inc.

DEC 0 9 2025 3.47

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This Agreement, by and between Tyler Technologies, Inc, a Delaware corporation authorized to do business in California, (herein referred to as "CONTRACTOR"), and the COUNTY OF RIVERSIDE, a political subdivision of the State of California, (herein referred to as "COUNTY"). The parties agree as follows:

1. Description of Services

1.1 CONTRACTOR shall provide all services as outlined and specified in Exhibit E to Attachment I, Software as a Service Agreement. Payment shall be made in accordance with Exhibit B to Attachment I.

1.2 CONTRACTOR represents that it has the skills, experience, and knowledge necessary to perform under this Agreement and the COUNTY relies upon this representation. CONTRACTOR shall perform to the satisfaction of the COUNTY and in conformance to and consistent with the industry standards of firms/professionals in the same discipline in the State of California.

1.3 CONTRACTOR affirms this it is fully apprised of all of the work to be performed under this Agreement; and the CONTRACTOR agrees it can properly perform this work at the prices stated in Exhibit A to Attachment I. CONTRACTOR is not to perform services or provide products outside of the Agreement.

1.4 Acceptance by the COUNTY of the CONTRACTOR's performance under this Agreement does not operate as a release of CONTRACTOR's responsibility for full compliance with the terms of this Agreement.

2. Period of Performance

2.1 This Agreement shall be effective upon signature of this Agreement by both parties and continues in effect through December 31, 2030, with the option to renew annually in 12 month increments for up to five (5) additional years through December 31, 2035, unless terminated earlier. CONTRACTOR shall commence performance upon signature of this Agreement by both parties and shall diligently and continuously perform thereafter. The Riverside County Board of Supervisors is the only authority that may obligate the County for a non-cancelable multi-year agreement.

3. Compensation

3.1 The COUNTY shall pay the CONTRACTOR for services performed, products provided and expenses incurred in accordance with the terms of Exhibit B, Invoicing and Payment Terms, of Attachment I. Maximum payments by COUNTY to CONTRACTOR shall not exceed the payment amounts in Exhibit A to Atttachment I, including all expenses. The COUNTY is not responsible for any fees or costs incurred above or beyond the contracted amount and shall have no obligation to purchase any specified amount of services or products. Unless otherwise specifically stated in Exhibits A and B to Attachment I, COUNTY shall not be responsible for payment of any of CONTRACTOR's expenses related to this Agreement.

3.2 Any price increases must be stated in a written amendment to this Agreement. Fixed fees as indicated in Exhibit B Payment Provisions will not be subject to increase unless the scope of services changes; provided, however, that any increase must be agreed upon in writing by the Parties.

3.3 CONTRACTOR shall be paid only in accordance with an invoice submitted to COUNTY by CONTRACTOR and COUNTY shall pay the invoice within forty-five (45) calendar days from the date of receipt of the invoice. Payment shall be made to CONTRACTOR only after services have been rendered or delivery of materials or

products, and acceptance has been made by COUNTY pursuant to the terms of this Agreement. Prepare invoices in duplicate. Payment milestones indicated in Exhibit B to Attachment I will be adhered to. For this Agreement, send the original and duplicate copies of invoices to:

Riverside County Sheriff's Office

Attention: Technology Service Bureau (TSB) – 3650 14th St., Riverside, CA 92501

Or Electronically to: TSBAccounting@riversidesheriff.org

a) Each invoice shall contain a minimum of the following information: invoice number and date; remittance address; bill-to and ship-to addresses of ordering department/division; Agreement number (SHARC-92045-027-12/30); quantities; item descriptions, unit prices, extensions, sales/use tax if applicable, and an invoice total.

b) Invoices shall be rendered in accordane with the timeframes set forth in Exhibit B to Attachment I.

3.4 The COUNTY obligation for payment of this Agreement beyond the current fiscal year end is contingent upon and limited by the availability of COUNTY funding from which payment can be made. In the State of California, Government agencies are not allowed to pay excess interest and late charges, per Government Codes, Section 926.10. No legal liability on the part of the COUNTY shall arise for payment beyond June 30 of each calendar year unless funds are made available for such payment. In the event that such funds are not forthcoming for any reason, COUNTY shall immediately notify CONTRACTOR in writing; and this Agreement shall be deemed terminated, have no further force, and effect.

4. Alteration or Changes to the Agreement

4.1 The Board of Supervisors and the COUNTY Purchasing Agent and/or his/her designee are the only authorized COUNTY representatives who may at any time, by written order, alter this Agreement. If any such alteration causes an increase or decrease in the cost of, or the time required for the performance under this Agreement, an equitable adjustment shall be made in the Agreement price or delivery schedule, or both, and the Agreement shall be modified by written amendment accordingly.

4.2 Any claim by the CONTRACTOR for additional payment related to this Agreement shall be made in writing by the CONTRACTOR within 30 days of when the CONTRACTOR has or should have notice of any actual or claimed change in the work, which results in additional and unanticipated cost to the CONTRACTOR. If the COUNTY Purchasing Agent decides that the facts provide sufficient justification, may authorize additional payment to the CONTRACTOR pursuant to the claim. Nothing in this section shall excuse the CONTRACTOR from proceeding with performance of the Agreement even if there has been a change.

5. RESERVED

6. RESERVED

7. Conduct of Contractor

7.1 The CONTRACTOR covenants that it presently has no interest, including, but not limited to, other projects or contracts, and shall not acquire any such interest, direct or indirect, which would conflict in any manner or degree with CONTRACTOR's performance under this Agreement. The CONTRACTOR further covenants that

no person or subcontractor having any such interest shall be employed or retained by CONTRACTOR under this Agreement. The CONTRACTOR agrees to inform the COUNTY of all the CONTRACTOR's interests, if any, which are or may be perceived as incompatible with the COUNTY's interests.

7.2 The CONTRACTOR shall not, under circumstances which could be interpreted as an attempt to influence the recipient in the conduct of his/her duties, accept any gratuity or special favor from individuals or firms with whom the CONTRACTOR is doing business or proposing to do business, in accomplishing the work under this Agreement.

7.3 The CONTRACTOR or its employees shall not offer gifts, gratuity, favors, and entertainment directly or indirectly to COUNTY employees.

8. RESERVED

9. Independent Contractor/Employment Eligibility

9.1 The CONTRACTOR is, for purposes relating to this Agreement, an independent contractor and shall not be deemed an employee of the COUNTY. It is expressly understood and agreed that the CONTRACTOR (including its employees, agents, and subcontractors) shall in no event be entitled to any benefits to which COUNTY employees are entitled, including but not limited to overtime, any retirement benefits, worker's compensation benefits, and injury leave or other leave benefits. There shall be no employer-employee relationship between the parties; and CONTRACTOR shall hold COUNTY harmless from any and all claims that may be made against COUNTY based upon any contention by a third party that an employer-employee relationship exists by reason of this Agreement. It is further understood and agreed by the parties that CONTRACTOR in the performance of this Agreement is subject to the control or direction of COUNTY merely as to the results to be accomplished and not as to the means and methods for accomplishing the results.

9.2 CONTRACTOR warrants that it shall make its best effort to comply with all federal and state statutes and regulations regarding the employment of aliens and others and to ensure that employees performing work under this Agreement meet the citizenship or alien status requirement set forth in federal statutes and regulations. CONTRACTOR shall obtain, from all employees performing work hereunder, all verification and other documentation of employment eligibility status required by federal or state statutes and regulations including, but not limited to, the Immigration Reform and Control Act of 1986, 8 U.S.C. §1324 et seq., as they currently exist and as they may be hereafter amended. CONTRACTOR shall retain all such documentation for all covered employees, for the period prescribed by the law.

9.3 Ineligible Person shall be any individual or entity who: Is currently excluded, suspended, debarred or otherwise ineligible to participate in the federal health care programs; or has been convicted of a criminal offense related to the provision of health care items or services and has not been reinstated in the federal health care programs after a period of exclusion, suspension, debarment, or ineligibility.

9.4 CONTRACTOR shall screen prospective Covered Individuals prior to hire or engagement. CONTRACTOR shall not hire or engage any Ineligible Person to provide services directly relative to this Agreement. CONTRACTOR shall screen all current Covered Individuals within sixty (60) days of execution of this Agreement to ensure that they have not become Ineligible Persons unless CONTRACTOR has performed

such screening on same Covered Individuals under a separate agreement with COUNTY within the past six (6) months. Covered Individuals shall be required to disclose to CONTRACTOR immediately any debarment, exclusion or other event that makes the Covered Individual an Ineligible Person. CONTRACTOR shall notify COUNTY within five (5) business days after it becomes aware if a Covered Individual providing services directly relative to this Agreement becomes debarred, excluded or otherwise becomes an Ineligible Person.

9.5 CONTRACTOR acknowledges that Ineligible Persons are precluded from providing federal and state funded health care services by contract with COUNTY in the event that they are currently sanctioned or excluded by a federal or state law enforcement regulatory or licensing agency. If CONTRACTOR becomes aware that a Covered Individual has become an Ineligible Person, CONTRACTOR shall remove such individual from responsibility for, or involvement with, COUNTY business operations related to this Agreement.

9.6 CONTRACTOR shall notify COUNTY within five (5) business days if a Covered Individual or entity is currently excluded, suspended or debarred, or is identified as such after being sanction screened. Such individual or entity shall be promptly removed from participating in any activity associated with this Agreement.

10. Subcontract for Work or Services

No contract shall be made by the CONTRACTOR with any other party for furnishing any of the work or services under this Agreement without the prior written approval of the COUNTY; but this provision shall not require the approval of contracts of employment between the CONTRACTOR and personnel assigned under this Agreement, or for parties named in the proposal and agreed to under this Agreement.

11. Disputes

11.1 The parties shall attempt to resolve any disputes amicably at the working level. If that is not successful, the dispute shall be referred to the senior management of the parties, in accordance with Section G(2.3).

11.2 Prior to the filing of any legal action related to this Agreement, the parties shall be obligated to attend a mediation session in Riverside County before a neutral third party mediator. A second mediation session shall be required if the first session is not successful. The parties shall share the cost of the mediations.

12. Licensing and Permits

CONTRACTOR shall comply with all State or other licensing requirements, including but not limited to the provisions of Chapter 9 of Division 3 of the Business and Professions Code. All licensing requirements shall be met at the time proposals are submitted to the COUNTY. CONTRACTOR warrants that it has all necessary permits, approvals, certificates, waivers and exemptions necessary for performance of this Agreement as required by the laws and regulations of the United States, the State of California, the County of Riverside and all other governmental agencies with jurisdiction, and shall maintain these throughout the term of this Agreement.

13. RESERVED

14. Non-Discrimination

CONTRACTOR shall not be discriminate in the provision of services, allocation of benefits, accommodation in facilities, or employment of personnel on the basis of ethnic group identification, race, religious creed, color, national origin, ancestry, physical handicap, medical condition, marital status or sex in the performance of this Agreement; and, to the extent they shall be found to be applicable hereto, shall comply with the provisions of

the California Fair Employment and Housing Act (Gov. Code 12900 et. seq), the Federal Civil Rights Act of 1964 (P.L. 88-352), the Americans with Disabilities Act of 1990 (42 U.S.C. S1210 et seq.) and all other applicable laws or regulations.

15. Records and Documents

CONTRACTOR shall make available, upon written request by any duly authorized Federal, State, or COUNTY agency, a copy of this Agreement and such books, documents and records as are necessary to certify the nature and extent of the CONTRACTOR's costs related to this Agreement. All such books, documents and records shall be maintained by CONTRACTOR for at least five years following termination of this Agreement and be available for audit by the COUNTY. CONTRACTOR shall provide to the COUNTY reports and information related to this Agreement as requested by COUNTY.

16. Confidentiality

16.1 The CONTRACTOR shall not use for personal gain or make other improper use of privileged or confidential information which is acquired in connection with this Agreement. The term "privileged or confidential information" includes but is not limited to: unpublished or sensitive technological or scientific information; medical, personnel, or security records; anticipated material requirements or pricing/purchasing actions; COUNTY information or data which is not subject to public disclosure; COUNTY operational procedures; and knowledge of selection of contractors, subcontractors or suppliers in advance of official announcement.

16.2 The CONTRACTOR shall protect from unauthorized disclosure names and other identifying information concerning persons receiving services pursuant to this Agreement, except for general statistical information not identifying any person. The CONTRACTOR shall not use such information for any purpose other than carrying out the CONTRACTOR's obligations under this Agreement. The CONTRACTOR shall promptly transmit to the COUNTY all third party requests for disclosure of such information. The CONTRACTOR shall not disclose, except as otherwise specifically permitted by this Agreement or authorized in advance in writing by the COUNTY, any such information to anyone other than the COUNTY. For purposes of this paragraph, identity shall include, but not be limited to, name, identifying number, symbol, or other identifying particulars assigned to the individual, such as finger or voice print or a photograph.

17. Administration/Contract Liaison

The COUNTY Purchasing Agent, or designee, shall administer this Agreement on behalf of the COUNTY. The COUNTY Purchasing Agent, or designee, is to serve as the liaison with CONTRACTOR and Administrator in connection with this Agreement.

18. Notices

All correspondence and notices required or contemplated by this Agreement shall be delivered to the respective parties at the addresses set forth below and are deemed submitted two days after their deposit in the United States mail, postage prepaid:

COUNTY OF RIVERSIDE

Riverside County Sheriff 's Office
Attn: Administrative Services Manager - Procurement
4095 Lemon St., Riverside, CA 92501

CONTRACTOR

Tyler Technologies, Inc.
5101 Tennyson Parkway Plano, TX 75024

19. Force Majeure

If either party is unable to comply with any provision of this Agreement due to causes beyond its reasonable control, and which could not have been reasonably anticipated, such as acts of God, acts of war, civil disorders, or other similar acts, such party shall not be held liable for such failure to comply.

20. EDD Reporting Requirements

In order to comply with child support enforcement requirements of the State of California, the COUNTY may be required to submit a Report of Independent Contractor(s) form DE 542 to the Employment Development Department. The CONTRACTOR agrees to furnish the required data and certifications to the COUNTY within 10 days of notification of award of Agreement when required by the EDD. This data will be transmitted to governmental agencies charged with the establishment and enforcement of child support orders. Failure of the CONTRACTOR to timely submit the data and/or certificates required may result in the contract being awarded to another contractor. In the event a contract has been issued, failure of the CONTRACTOR to comply with all federal and state reporting requirements for child support enforcement or to comply with all lawfully served Wage and Earnings Assignments Orders and Notices of Assignment shall constitute a material breach of Agreement. If CONTRACTOR has any questions concerning this reporting requirement, please call (916) 657-0529. CONTRACTOR should also contact its local Employment Tax Customer Service Office listed in the telephone directory in the State Government section under "Employment Development Department" or access their Internet site at www.edd.ca.gov.

21. Hold Harmless/Indemnification

21.1 CONTRACTOR 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 CONTRACTOR, its officers, employees, subcontractors, agents or representatives arising out of a third-party claim for (a) property damage, bodily injury, or death caused by CONTRACTOR'S negligence or any other element of any kind or nature, or (b) a data breach, as such term is defined by applicable law, caused by CONTRACTOR'S negligence, while County's Data is in CONTRACTOR'S possession. CONTRACTOR shall defend, at its sole expense, all costs, and fees including, but not limited, to attorney fees, cost of investigation, defense and settlements or awards, the Indemnitees in any claim or action based upon such alleged acts or omissions.

21.2 With respect to any action or claim subject to indemnification herein by CONTRACTOR, CONTRACTOR shall, at their 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 CONTRACTOR'S indemnification to Indemnitees as set forth herein.

21.3 CONTRACTOR'S obligation hereunder shall be satisfied when CONTRACTOR has provided to COUNTY the appropriate form of dismissal relieving COUNTY from any liability for the action or claim involved.

21.4 The specified insurance limits required in this Agreement shall in no way limit or circumscribe CONTRACTOR'S obligations to indemnify and hold harmless the Indemnitees herein from third-party claims.

21.5 Limitations of Liabilty – Contractor must note any / all limitation of liability to be applied to this Agreement.

22. Insurance

22.1 Without limiting or diminishing the CONTRACTOR'S obligation to indemnify or hold the COUNTY harmless, CONTRACTOR shall procure and maintain or cause to be maintained, at its sole cost and expense, the following insurance coverage's during the term of this Agreement. As respects to the insurance section only, the COUNTY herein refers to the County of Riverside, its Agencies, Districts, Special Districts, and Departments, their respective directors, officers, Board of Supervisors, employees, elected or appointed officials, or representatives as Additional Insureds.

A. Workers' Compensation:

If the CONTRACTOR has employees as defined by the State of California, the CONTRACTOR 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.

B. Commercial General Liability:

Commercial General Liability insurance coverage, including 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 CONTRACTOR'S performance of its obligations hereunder. COUNTY shall be included as an Additional Insured. Policy's limit of liability shall be $2,000,000 per occurrence and $4,000,000 in the aggregate. 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. Such coverage may be provided with a combination of primary and excess insurance policies.

C. Vehicle Liability:

If vehicles or mobile equipment is used in the performance of the obligations under this Agreement, then CONTRACTOR 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.

D. Professional Liability, including Cyber liability: Contractor shall maintain Professional Liability Insurance providing coverage for the Contractor's performance of work included within this Agreement, with a limit of liability of $5,000,000. If Contractor's Professional Liability Insurance is written on a claims made basis rather than an occurrence basis, such insurance shall continue through the term of this Agreement and CONTRACTOR shall purchase at his/her sole expense either 1) an Extended Reporting Endorsement (also, known as Tail Coverage); or 2) Prior Dates Coverage from new insurer with a retroactive date back to the date of, or prior to, the inception of

this Agreement; or 3) demonstrate through Certificates of Insurance that CONTRACTOR has Maintained continuous coverage with the same or original insurer. Coverage provided under items; 1), 2), or 3) will continue as long as the law allows.

Cyber Liability Insurance coverage shall be sufficiently broad to respond to the duties and obligations as is undertaken by Contractor in this Agreement and shall includeclaims involving infringement of intellectual property, including 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, if required by law, with limits to respond to these obligations as set forth under the law.

E. 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) The CONTRACTOR must declare its insurance self-insured retention for each coverage required herein and responsible for the same.

3) CONTRACTOR shall cause CONTRACTOR'S insurance carrier(s) to furnish the County of Riverside with a properly executed Certificate(s) of Insurance and copies of blanket endorsements effecting coverage as required herein Further, CONTRACTOR shall give thirty (30) days written notice the County of Riverside prior to any material modification, cancellation, expiration or reduction in coverage of such insurance. 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 Certificate of Insurance and all blanket endorsements and attachments thereto evidencing coverage's set forth herein and the insurance required herein is in full force and effect. CONTRACTOR shall not commence operations until the COUNTY has been furnished Certificate (s) of Insurance and copies of blanket endorsements. An individual authorized by the insurance carrier shall sign the endorsements for each policy and the Certificate of Insurance.

4) It is understood and agreed to by the parties hereto that the CONTRACTOR'S 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.

5) 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 five (5) years; the COUNTY and CONTRACTOR will mutually agree to any changes in coverage types and amounts.

6) CONTRACTOR shall pass down the insurance obligations contained herein to all tiers of subcontractors working under this Agreement.

7) The insurance requirements contained in this Agreement may be met with a program(s) of self-insurance acceptable to the COUNTY.

8) CONTRACTOR agrees 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.

23. General

23.1 CONTRACTOR shall not delegate or assign any interest in this Agreement, except by operation of law, without the prior written consent of COUNTY. Any attempt to delegate or assign any interest herein shall be deemed void and of no force or effect.

23.2 Any waiver by COUNTY of any breach of any one or more of the terms of this Agreement shall not be construed to be a waiver of any subsequent or other breach of the same or of any other term of this Agreement. Failure on the part of COUNTY to require exact, full, and complete compliance with any terms of this Agreement shall not be construed as in any manner changing the terms or preventing COUNTY from enforcement of the terms of this Agreement.

23.3 RESERVED.

23.4 CONTRACTOR shall not provide partial delivery or shipment of services or products unless specifically stated in the Agreement.

23.5 CONTRACTOR shall not provide any services or products subject to any chattel mortgage or under a conditional sales contract or other agreement by which an interest is retained by a third party. The CONTRACTOR warrants that it has good title to all materials or products used by CONTRACTOR or provided to COUNTY pursuant to this Agreement, free from all liens, claims, or encumbrances.

23.6 Reserved.

23.7 The COUNTY agrees to cooperate with the CONTRACTOR in the CONTRACTOR's performance under this Agreement, including, if stated in the Agreement, providing the CONTRACTOR with reasonable facilities and timely access to COUNTY data, information, and personnel.

23.8 CONTRACTOR shall comply with all applicable Federal, State and local laws and regulations. CONTRACTOR will comply with all applicable COUNTY policies and procedures as agreed to in writing as of the Effective Date of this Agreement. Any updates to COUNTY policies and procedures must be agreed to in writing via an amendment to this Agreement. In the event that there is a conflict between the various laws or regulations that may apply, the CONTRACTOR shall comply with the more restrictive law or regulation.

23.9 CONTRACTOR shall comply with all air pollution control, water pollution, safety and health ordinances, statutes, or regulations, which apply to performance under this Agreement.

23.10 CONTRACTOR shall comply with all requirements of the Occupational Safety and Health Administration (OSHA) standards and codes as set forth by the U.S. Department of Labor and the State of California (Cal/OSHA).

23.11 Product Endorsement: This Agreement will not constitute an endorsement or suggestion, by the COUNTY, that the CONTRACTOR'S product or services are the best or only solution. The CONTRACTOR agrees to make no reference to the Riverside County Sheriff's Office in any literature, promotional material, brochures,

sales presentation or the like without the express written consent of the COUNTY, except that CONTRACTOR may identify the COUNTY as a client on CONTRACTOR'S client lists, including the use of the official Sheriff seal.

23.12 This Agreement shall be governed by the laws of the State of California. Any legal action related to the performance or interpretation of this Agreement shall be filed only in the Superior Court of the State of California located in Riverside, California, or the federal court in or serving Riverside County, and the parties waive any provision of law providing for a change of venue to another location. In the event any provision in this Agreement is held by a court of competent jurisdiction to be invalid, void, or unenforceable, the remaining provisions will nevertheless continue in full force without being impaired or invalidated in any way.

23.13 Reserved.

23.14 Reserved.

23.15 CORPORATE SIGNERS: Pursuant to California Corporations Code Section 313, signature of Chairperson of the Board, Chief Executive Officer, President, or Vice President, and the Secretary, Assistant Secretary, the Chief Financial Officer, or Assistant Treasurer is required. If providing only one signature, a resolution or other proof of delegated authority that shows signer can legally bind the corporation is required.

23.16 This Agreement, including any attachments or exhibits, constitutes the entire Agreement of the parties with respect to its subject matter and supersedes all prior and contemporaneous representations, proposals, discussions and communications, whether oral or in writing. This Agreement may be changed or modified only by a written amendment signed by authorized representatives of both parties.

23.17 **EXECUTION**: This Agreement and/or any subsequent amendment(s) to this Agreement may be executed in any number of counterparts, each of which will be an original, but all of which together will constitute one instrument. Each party of this Agreement agrees to the use of electronic signatures, such as digital signatures that meet the requirements of the California Uniform Electronic Transactions Act (("CUETA") Cal. Civ. Code §§ 1633.1 to 1633.17), for executing this Agreement and/or any subsequent amendment(s) to this Agreement. The parties further agree that the electronic signatures of the parties included in this Agreement and/or any subsequent amendment(s) to this Agreement are intended to authenticate this writing and to have the same force and effect as manual signatures. Electronic signature means an electronic sound, symbol, or process attached to or logically associated with an electronic record and executed or adopted by a person with the intent to sign the electronic record pursuant to the CUETA as amended from time to time. The CUETA authorizes use of an electronic signature for transactions and Agreement's among parties in California, including a government agency. Digital signature means an electronic identifier, created by computer, intended by the party using it to have the same force and effect as the use of a manual signature, and shall be reasonably relied upon by the parties. For purposes of this section, a digital signature is a type of "electronic signature" as defined in subdivision (i) of Section 1633.2 of the Civil Code.

IN WITNESS WHEREOF, the Parties have caused their duly authorized representative to execute this Agreement.

COUNTY OF RIVERSIDE, a political subdivision of the State of California

By: _____
V. Manuel Perez, Chair
Board of Supervisors

Dated: DEC 0 9 2025

ATTEST:

Kimberly Rector
Clerk of the Board

By: _____
Deputy

APPROVED AS TO FORM:
Minh Tran
County Counsel

Kristine Bell-Valdez
By: _____
Kristine Bell-Valdez
Supervising Deputy County Counsel

TYLER TECHNOLOGIES, INC.
a Delaware corporation

Sherry Clark
By: _____
Name: Sherry Clark
Title: General Counsel

Dated: 11/05/2025

Brian McGrath
By: _____
Name: Brian McGrath

Title: President, Courts & Justice

Dated: 11/05/2025

DEC 0 9 2025 3.47

ATTACHMENT I



SOFTWARE AS A SERVICE AGREEMENT

This Software as a Service Agreement is made between Tyler Technologies, Inc. and Client.

WHEREAS, Client selected Tyler to provide certain products and services set forth in the Investment Summary, including providing Client with access to Tyler's proprietary software products, and Tyler desires to provide such products and services under the terms of this Agreement;

NOW THEREFORE, in consideration of the foregoing and of the mutual covenants and promises set forth in this Agreement, Tyler and Client agree as follows:

SECTION A – DEFINITIONS

- **"Affiliated Organization"** means a government entity separate from you, but which will have access to the Tyler Software detailed in Exhibit A under this Agreement. Permissible Affiliated Organizations are listed in Exhibit A.
- **"Agreement"** means this Software as a Service Agreement.
- **"Business Travel Policy"** means our business travel policy. Our current Business Travel Policy is available here: https://www.tylertech.com/portals/0/terms/Tyler-Business-Travel-Policy.pdf.
- **"Client"** means the party indicated on the signature block or, in the absence of a signature block, the Investment Summary.
- **"Data"** means your data necessary to use the Tyler Software.
- **"Data Storage Capacity"** means the contracted amount of storage capacity for your Data, if any, identified in the Investment Summary.
- **"Defect"** means a failure of the Tyler Software to substantially conform to the functional descriptions set forth in our written proposal to you (or the Documentation in the absence of a written proposal), or their functional equivalent. Future functionality may be updated, modified, or otherwise enhanced through our maintenance and support services, and the governing functional descriptions for such future functionality will be set forth in our then-current Documentation.
- **"Defined Users"** means the number of users, if any, that are identified in the Investment Summary.
- **"Developer"** means a third party who owns the intellectual property rights to a Third-Party Product.
- **"Documentation"** means any online or written documentation related to the use or functionality of the Tyler Software that we provide or otherwise make available to you, including instructions, user guides, manuals and other training or self-help documentation.

- **"Effective Date"** means the date by which both your and our authorized representatives have signed the Agreement. Notwithstanding the foregoing, if these terms are linked from an Order Form, the Effective Date is the date your authorized representative signed the Order Form.
- **"Force Majeure"** means an event beyond the reasonable control of you or us, including, without limitation, governmental action, war, riot or civil commotion, fire, natural disaster, or any other cause that could not with reasonable diligence be foreseen or prevented by you or us.
- **"Investment Summary"** means the agreed upon cost proposal for the products and services attached as Exhibit A.
- **"Order Form"** means an ordering document that includes a quote or investment summary and specifies the items to be provided by Tyler to Client, including any addenda and supplements thereto.
- **"Professional Services"** means those services provided by Tyler or a third party related to the scope of this Agreement and identified in the Investment Summary.
- **"SaaS Fees"** means the fees for the SaaS Services identified in the Investment Summary.
- **"SaaS Services"** means software as a service consisting of system administration, system management, and system monitoring activities that Tyler performs for the Tyler Software and includes the right to access and use the Tyler Software, receive maintenance and support on the Tyler Software, including Downtime resolution under the terms of the SLA, and Data storage and archiving. SaaS Services do not include support of an operating system or hardware, support outside of our normal business hours, or training, consulting, or other professional services.
- **"SLA"** means the service level agreement. A copy of our current SLA is attached hereto as Exhibit C.
- **"Statement of Work"** means the industry standard implementation plan describing how our professional services will be provided to implement the Tyler Software and outlining your and our roles and responsibilities in connection with that implementation. The Statement of Work is attached as Exhibit E.
- **"Support Call Process"** means the support call process applicable to all our customers who have a right to use the Tyler Software. Our current Support Call Process is available here: https://www.tylertech.com/portals/0/terms/Tyler-Support-Call-Process.pdf.
- **"Third-Party Hardware"** means the third-party hardware, if any, identified in the Investment Summary.
- **"Third-Party Products"** means the Third-Party Software and Third-Party Hardware.
- **"Third-Party SaaS Services"** means software as a service provided by a third party, if any, identified in the Investment Summary.
- **"Third-Party Services"** means the third-party services, if any, identified in the Investment Summary.
- **"Third-Party Software"** means the third-party software, if any, identified in the Investment Summary or included with the Tyler Software.
- **"Third-Party Terms"** means the end user license agreement(s) or other terms, if any, for the Third-Party Products or other parties' products or services, as applicable, and attached or indicated at Exhibit D.
- **"Tyler"** means Tyler Technologies, Inc., a Delaware corporation.
- **"Tyler Software"** means our proprietary software, including any integrations, custom modifications, and/or other related interfaces identified in the Investment Summary and licensed by us to you through this Agreement.
- **"we," "us," "our"** and similar terms mean Tyler.

- **"you"** and similar terms mean Client.

SECTION B – SAAS SERVICES

1. Rights Granted. We grant to you the non-exclusive, non-assignable limited right to use the SaaS Services solely for your governmental purposes, subject to any limits for Defined Users or Data Storage Capacity. You may add additional users or additional data storage capacity on the terms set forth in this Agreement. In the event you regularly and/or meaningfully exceed the Defined Users or Data Storage Capacity, we reserve the right to charge you additional fees commensurate with the overage(s). You acknowledge that we have no obligation to ship copies of the Tyler Software as part of the SaaS Services. Your right to use the SaaS Services applies to releases provided as part of our Maintenance and Support Services as further detailed in this Agreement.

2. Ownership.
   2.1. We retain all ownership and intellectual property rights to the SaaS Services, the Tyler Software, and anything developed by us under this Agreement. You do not acquire under this Agreement any license to use the Tyler Software in excess of the scope and/or duration of the SaaS Services.
   2.2. The Documentation is licensed to you and may be used and copied by your employees for internal, non-commercial reference purposes only.

3. Data.
   3.1. You retain all ownership and intellectual property rights to the Data. You expressly recognize that except to the extent necessary to fulfill our obligations contained in this Agreement, we do not create or endorse any Data used in connection with the SaaS Services.
   3.2. You expressly grant to us a limited, non-exclusive license to access, copy, transmit, download, display, and reproduce your Data to provide services pursuant to this Agreement. Additionally, you agree that Tyler may use deidentified Data for Client or third-party demonstrative or training purposes.
   3.3. Our access to and use of your Data necessary to use the Tyler Software or SaaS Services will comply with applicable provisions of our Privacy Statement (available at https://www.tylertech.com/privacy) and applicable law.
   3.4. Data Breach Notification. Tyler will provide notice of a breach of Client Data in accordance with applicable state and federal data breach notification laws.
   3.5. Upon termination of this Agreement, Tyler will provide Client with a copy of its Data in a mutually agreed upon file format.

4. Restrictions.
   4.1. You may not:
      4.1.1. make the Tyler Software or Documentation resulting from the SaaS Services available in any manner to any third party for use in the third party's business operations;
      4.1.2. modify, make derivative works of, disassemble, reverse compile, or reverse engineer any part of the SaaS Services;
      4.1.3. access or use the SaaS Services to build or support, and/or assist a third party in building or supporting, products or services competitive to us; or
      4.1.4. license, sell, rent, lease, transfer, assign, distribute, display, host, outsource, disclose, permit timesharing or service bureau use, or otherwise commercially exploit or make

the SaaS Services, Tyler Software, or Documentation available to any third party other than as expressly permitted by this Agreement.

4.1.5. Notwithstanding anything to the contrary in this Section 4.1, you may disclose, with our written consent, not to be unreasonably withheld, the Tyler Software, SaaS Services, or Documentation to a third party you consult with regarding the implementation or use of the Tyler Software and SaaS Services. You must ensure that any such third-party's use is subject to the terms of this Agreement, and you acknowledge and agree that you are liable for any breach of the terms of this Agreement by such third party.

5. Software Warranty. We warrant that the Tyler Software will perform without Defects during the term of this Agreement. If the Tyler Software does not perform as warranted, we will use all reasonable efforts, consistent with industry standards, to cure the Defect in accordance with our then-current Support Call Process.

6. SaaS Services.

6.1. *Audit & Compliance*. Our SaaS Services are audited at least yearly in accordance with the AICPA's Statement on Standards for Attestation Engagements ("SSAE") No. 21. We have attained, and will maintain, SOC 1 and SOC 2 compliance, or their equivalent, for so long as you are timely paying for SaaS Services. The foregoing notwithstanding, you acknowledge that the scope of audit coverage varies depending on the specific Tyler Software solution. We will provide you with a summary of our current compliance report(s) or its equivalent, upon your request. For the avoidance of doubt, if our SaaS Services are provided using a third-party data center, the compliance report may be for that third-party provider and be subject to confidential treatment in accordance with applicable law. If you want us to provide our compliance reports to a third-party auditor or similar entity, we reserve the right to require execution of an NDA by that third party.

6.2. *Service Levels*. The Tyler Software will be made available to you according to the terms of the SLA. Tyler SaaS Services will be provided via a third-party data center. Your Data will be inaccessible to our other customers.

6.3. *Business Continuity*. Data centers used to deliver SaaS Services for this Agreement have redundant telecommunications access, electrical power, and the required hardware to provide access to the SaaS Services in the event of a disaster or component failure. We test our disaster recovery plan on an annual basis. The plan is not client specific and is detailed in Tyler's System & Organization Control reports or their equivalent. In the event of a data center failure, we reserve the right to employ our disaster recovery plan for resumption of the SaaS Services. In that event, we commit to a Recovery Point Objective ("RPO") of 24 hours and a Recovery Time Objective ("RTO") of 24 hours. RPO represents the maximum duration of time between the most recent recoverable copy of your hosted Data and subsequent data center failure. RTO represents the maximum duration of time following data center failure within which your access to the Tyler Software must be restored. If we employ our disaster recovery plan, we will be responsible for restoring your Data and ensuring that the SaaS Services are online, and you will be responsible for validating your Data and confirming the functioning of the SaaS Services, including any integrations.

6.4. *Security Measures*. We provide secure Data transmission paths between your devices and the data center used to provide SaaS Services to you. Data centers used to provide SaaS Services are accessible only by authorized personnel with a unique key entry or comparable security. We conduct annual penetration testing of either the production network and/or web

application to be performed. We will maintain industry standard intrusion detection and prevention systems to monitor malicious activity in the network and to log and block any such activity. You may not attempt to bypass or subvert security restrictions in the SaaS Services or environments related to the Tyler Software. Unauthorized attempts to access files, passwords, or other confidential information, and vulnerability and penetration test scanning of our network and systems (hosted or otherwise) are prohibited. Where applicable with respect to our applications that take or process card payment data, we comply with applicable requirements of PCI DSS. We agree to supply the then-current status of our PCI DSS compliance program in the form of an official Attestation of Compliance, which can be found at https://www.tylertech.com/about-us/compliance and, in the event of any change in our status, we will comply with applicable notice requirements.

7. Affiliated Organizations for the Tyler Software: Access by Affiliated Organizations. We will grant each Affiliated Organization access to the Tyler Software according to the terms of this Agreement, and each such Affiliated Organization must abide by the terms of this Agreement.

SECTION C – PROFESSIONAL SERVICES

1. Professional Services. We will provide you the various implementation-related services itemized in the Investment Summary and if applicable, described in the Statement of Work.

2. Professional Services Fees. You agree to pay us the services fees in the amounts set forth in the Investment Summary. Those amounts are payable in accordance with the terms set forth in Exhibit B.

3. Additional Services. The Investment Summary contains, and the Statement of Work describes, the scope of services and related costs (including programming and/or interface estimates) required for the project based on our understanding of the specifications you supplied. If additional work is required, or if you use or request additional services, we will provide you with an addendum or change order, as applicable, outlining the costs for the additional work. The price quotes in the addendum or change order will be valid for thirty (30) days from the date of the quote.

4. Cancellation. If you cancel services less than four (4) weeks in advance (other than for Force Majeure or breach by us), you will be liable for all (i) daily fees associated with cancelled professional services if we are unable to reassign our personnel and (ii) any non-refundable travel expenses already incurred by us on your behalf. We will make all reasonable efforts to reassign personnel in the event you cancel within four (4) weeks of scheduled commitments.

5. Services Warranty. We will perform services in a professional, workmanlike manner, consistent with industry standards. In the event we provide services that do not conform to this warranty, we will re-perform such services at no additional cost to you.

6. Site Access and Requirements. At no cost to us, you agree to provide us with reasonable access to your personnel, facilities, and equipment as may be reasonably necessary for us to provide implementation services, subject to any reasonable security protocols or other written policies provided to us as of the Effective Date, and thereafter as mutually agreed to by you and us.

7. Background Checks. All of our employees undergo criminal background checks prior to hire. All employees sign our confidentiality agreement and security policies. Any of our employees entering secured facilities must comply with County background check requirements at County's costs.

8. Client Assistance. You acknowledge that the implementation of the Tyler Software is a cooperative process requiring the time and resources of your personnel. You certify that you will use reasonable efforts to cooperate with us and make your resources available for the performance of the Agreement in accordance with its terms and the mutually agreed project schedule. Additionally, you agree to use all reasonable efforts to cooperate with and assist us as may be reasonably required to support the efficient execution of the activities required for this Agreement. Accordingly, you will provide notice of any known inability to timely meet a project commitment so that appropriate project adjustments can be made. We will not be liable for failure to meet any project deadlines or milestones when such failure is due to Force Majeure or to the failure by you to comply with the requirements of this paragraph.

9. Maintenance and Support Services.
   9.1. For the duration of this Agreement, consistent with the terms set forth in our then-current Support Call Process, we will:
      9.1.1. perform our maintenance and support obligations in a professional and workmanlike manner, consistent with industry standards, to provide support and resolve Defects in the Tyler Software (subject to any applicable release life cycle policy);
      9.1.2. provide telephone support during our established support hours as indicated in our then-current Support Call Process;
      9.1.3. maintain personnel that are sufficiently trained to be familiar with the Tyler Software and Third-Party Software, if any, in order to provide maintenance and support services;
      9.1.4. provide releases to the Tyler Software (including updates and enhancements) that we make generally available without additional charge to customers with a current SaaS Agreement.
   9.2. Your use of Tyler Software or SaaS Services requires that you remain current with supported releases of Tyler Software as indicated in any applicable release lifecycle policy. Our warranty and support commitments are contingent upon you using a supported version of the Tyler Software. Tyler may require you to update to a current version of the Tyler Software to address a critical issue (for example, to address an identified security vulnerability in the Tyler Software or a third-party component). Tyler will use commercially reasonable efforts to (i) minimize the number of such instances and (ii) provide as much advance notice as possible.
   9.3. We will use all reasonable efforts to perform support services remotely. We reserve the right to use secure third-party connectivity tools to deliver maintenance and support services. We also reserve the right to collect Tyler Software or SaaS Services telemetry for product evaluation, quality assurance, and security monitoring and enhancement purposes. You agree to reasonably cooperate with us in providing access to your environments and Data for the purposes of providing maintenance and support services and acknowledge that our warranty, support, and service level obligations under this Agreement are contingent upon receiving reasonable access to your Data and systems.
   9.4. For the avoidance of doubt, SaaS Fees do not include the following services: (a) onsite support; (b) application design; (c) other consulting services; or (d) telephone support outside our normal

business hours as listed in our then-current Support Call Process.

SECTION D – THIRD-PARTY PRODUCTS

1. Third-Party Hardware. We will sell and deliver any Third-Party Hardware set forth in the Investment Summary for the price indicated therein. Unless otherwise indicated, installation of Third-Party Hardware will be performed by Tyler or identified third party installers.

2. Third-Party Software. Your rights under this Agreement may include rights to certain Third-Party Software. We certify that we have acquired the right to provide the Third-Party Software to you. Your rights to the Third-Party Software will be governed by the Third-Party Terms and, in the absence of such terms, this Agreement.

3. Third Party Products Warranties.
   3.1 We are authorized by each Developer or its authorized reseller to sell or grant access, as applicable, to the Third-Party Products.
   3.2 Unless otherwise expressly indicated, Third-Party Hardware will be new and unused. You will receive free and clear title to the Third-Party Hardware you purchase upon your payment in full of the purchase price.
   3.3 You acknowledge that we are not the manufacturer of Third-Party Products. We do not warrant or guarantee the performance of the Third-Party Products. However, we grant and pass through to you any warranty that we may receive from the Developer or supplier of the Third-Party Products.

4. Third-Party Services. If you have purchased Third-Party Services, those services will be provided independently of Tyler by such third party at the rates set forth in the Investment Summary and in accordance with Exhibit B.

SECTION E –TERMINATION

1. Termination. This Agreement may be terminated as set forth below. In the event of termination, you will pay us for all undisputed fees and expenses related to the software, products, and/or services you have received, or we have incurred or delivered, prior to the effective date of termination. Disputed fees and expenses in all terminations other than your termination for cause must have been submitted as invoice disputes in accordance with Section G(2).
   1.1. *Failure to Pay Fees*. You acknowledge that continued access to the SaaS Services is contingent upon your timely payment of fees. We may terminate this Agreement if you do not cure a failure to pay within sixty (60) days of our notice to you that you have overdue payments.
   1.2. *For Cause*. If you believe we have materially breached this Agreement, you will invoke the Dispute Resolution clause set forth in Section G(2). You may terminate this Agreement for cause after following the procedures set forth in Section G(2).
   1.3. *Force Majeure*. Either party has the right to terminate this Agreement if a Force Majeure event suspends performance of the SaaS Services for a period of forty-five (45) days or more.
   1.4. *Lack of Appropriations*. If you should not appropriate or otherwise make available funds sufficient to utilize the SaaS Services, you may unilaterally terminate this Agreement upon thirty (30) days written notice to us. You agree not to use termination for lack of appropriations as a substitute for termination for convenience.

1.5. *In the event this Agreement is terminated beginning in Year 4 and beyond, Tyler will provide Client with a refund of previously paid but unused SaaS Fees.*

SECTION F – INDEMNIFICATION, LIMITATION OF LIABILITY AND INSURANCE

1. Intellectual Property Infringement Indemnification.
   1.1. We will defend you against any third-party claim(s) that the Tyler Software or Documentation infringes that third-party's patent, copyright, or trademark, or misappropriates its trade secrets, and will pay the amount of any resulting adverse final judgment (or settlement to which we consent). You must notify us promptly in writing of the claim and give us sole control over its defense or settlement. You agree to provide us with reasonable assistance, cooperation, and information in defending the claim at our expense.
   1.2. Our obligations under this Section F(1) will not apply to the extent the claim or adverse final judgment is based on your use of the Tyler Software in contradiction of this Agreement, including with non-licensed third parties.
   1.3. If an infringement or misappropriation claim is fully litigated and your use of the Tyler Software is enjoined by a court of competent jurisdiction, in addition to paying any adverse final judgment (or settlement to which we consent), we will, at our option, either:
      1.3.1. procure the right to continue its use;
      1.3.2. modify it to make it non-infringing; or
      1.3.3. replace it with a functional equivalent.

      We may elect to employ these remedies in advance of litigation if we receive information concerning an infringement or misappropriation claim.
   1.4. This section provides your exclusive remedy for third-party copyright, patent, or trademark infringement and trade secret misappropriation claims.

   General Indemnification - Reserved.

2. **DISCLAIMER. EXCEPT FOR THE EXPRESS WARRANTIES PROVIDED IN THIS AGREEMENT AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, WE HEREBY DISCLAIM ALL OTHER WARRANTIES AND CONDITIONS, WHETHER EXPRESS, IMPLIED, OR STATUTORY, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES, DUTIES, OR CONDITIONS OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CLIENT UNDERSTANDS AND AGREES THAT TYLER DISCLAIMS ANY LIABILITY FOR ERRORS THAT RELATE TO USER ERROR.**

3. **LIMITATION OF LIABILITY. NOTWITHSTANDING ANYTHING TO THE CONTRARY SET FORTH IN THIS AGREEMENT, OUR LIABILITY FOR DAMAGES ARISING OUT OF THIS AGREEMENT, WHETHER BASED ON A THEORY OF CONTRACT OR TORT, INCLUDING NEGLIGENCE AND STRICT LIABILITY, SHALL BE LIMITED TO YOUR ACTUAL DIRECT DAMAGES, NOT TO EXCEED (i) DURING THE INITIAL TERM, AS SET FORTH IN SECTION E(1), 1.5 TIMES TOTAL FEES PAID AS OF THE TIME OF THE CLAIM; OR (ii) DURING ANY RENEWAL TERM, 2 TIMES THE THEN-CURRENT ANNUAL SAAS FEES PAYABLE IN THAT RENEWAL TERM. THE PARTIES ACKNOWLEDGE AND AGREE THAT THE PRICES SET FORTH IN THIS AGREEMENT ARE SET IN RELIANCE UPON THIS LIMITATION OF LIABILITY AND TO THE MAXIMUM EXTENT ALLOWED UNDER APPLICABLE LAW, THE EXCLUSION OF CERTAIN DAMAGES, AND EACH SHALL APPLY REGARDLESS OF THE FAILURE OF AN ESSENTIAL PURPOSE OF ANY REMEDY. THE FOREGOING LIMITATION OF LIABILITY SHALL NOT APPLY TO CLAIMS THAT ARE SUBJECT TO SECTIONS F(1) AND SECTION 21.**

4. **EXCLUSION OF CERTAIN DAMAGES. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL WE BE LIABLE FOR ANY SPECIAL, INCIDENTAL, PUNITIVE, INDIRECT, OR CONSEQUENTIAL DAMAGES WHATSOEVER, EVEN IF WE HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.**

5. RESERVED

SECTION G – GENERAL TERMS AND CONDITIONS

1. Additional Products and Services. You may purchase additional products and services at the rates set forth in the Investment Summary for twelve (12) months from the Effective Date by executing a mutually agreed addendum. If no rate is provided in the Investment Summary, or those twelve (12) months have expired, you may purchase additional products and services at our then-current pricing, also by executing a mutually agreed addendum. The terms of this Agreement will control any such additional purchase(s), unless otherwise specifically provided in the addendum.

2. Performance Issues and Dispute Resolution.
   2.1. *Notice*. You agree to provide us with written notice within thirty (30) days of receipt of an invoice (for invoice disputes) or, in the case of performance, becoming aware of an issue related to our performance under this Agreement.
   2.2. *Invoice Issues*.
      2.2.1. If the issue relates to an invoice, your notice must include the following: (i) the issue(s) with the invoice; (ii) the specific fee(s) at issue; and (iii) the corrective action(s) you are requesting of Tyler.
      2.2.2. We will provide a response to your notice that (i) supports the validity of the invoice as issued by us; (ii) adjusts the invoice; or (iii) describes our plan to address the issues identified in your notice.
      2.2.3. You agree to pay all undisputed fees by the due date. You acknowledge that you forfeit your right to dispute **any** fees under this Agreement when you fail to pay undisputed fees within sixty (60) days of our notice that the fees are overdue.
      2.2.4. In addition to any other remedies available to us under this Agreement or law for non-payment, we reserve the right to recover from you our reasonable costs of collection associated with your failure to timely pay amounts due under this Agreement.
      2.2.5. WE RESERVE THE RIGHT TO SUSPEND PERFORMANCE OF ANY SERVICE, INCLUDING ACCESS TO SAAS SERVICES, FOR FAILURE TO TIMELY PAY UNDISPUTED FEES FIFTEEN (15) DAYS FOLLOWING OUR NOTICE OF INTENT TO DO SO.
   2.3. *Dispute Resolution*. You agree to cooperate with us in trying to reasonably resolve all disputes, including, if requested by either party, appointing a senior representative to meet and engage in good faith negotiations with our appointed senior representative. Senior representatives will convene within thirty (30) days of the written dispute notice, unless otherwise agreed. All meetings and discussions between senior representatives will be deemed confidential settlement discussions not subject to

disclosure under Federal Rule of Evidence 408 or any similar applicable state rule. If we fail to resolve the dispute, then the parties shall participate in mediation in an effort to resolve the dispute. If the dispute remains unresolved after mediation, then either of us may assert our respective rights and remedies in a court of competent jurisdiction. Nothing in this section shall prevent you or us from seeking necessary injunctive relief during the dispute resolution procedures.

3. Taxes. The fees in the Investment Summary do not include any taxes, including, without limitation, sales, use, or excise tax. If you are a tax-exempt entity, you agree to provide us with a tax-exempt certificate. Otherwise, we will pay all applicable taxes to the proper authorities, and you will reimburse us for such taxes. If you have a valid direct-pay permit, you agree to provide us with a copy. For clarity, we are responsible for paying our income taxes, both federal and state, as applicable, arising from our performance of this Agreement.

4. Nondiscrimination. We will not discriminate against any employee or applicant in our employment practices or the performance of our duties, responsibilities, and obligations under this Agreement because of race, color, religion, gender, age, disability, religious beliefs, national, or ethnic origin. We will post, where appropriate, all notices related to nondiscrimination as may be required by applicable law.

5. E-Verify. We use the U.S. Department of Homeland Security's E-Verify system to confirm the eligibility of all current employees and persons hired during the contract term to perform services within the United States under this Agreement.

6. Subcontractors. We will not subcontract any Professional Services specifically for this Agreement without your prior written consent, not to be unreasonably withheld.

7. Binding Effect; No Assignment. This Agreement shall be binding on, and shall be for the benefit of, either your or our successor(s) or permitted assign(s). Neither party may assign this Agreement without the prior written consent of the other party; provided, however, your consent is not required for an assignment by us as a result of a corporate reorganization, merger, acquisition, or purchase of substantially all of our assets.

8. Force Majeure. Except for your payment obligations, neither party will be liable for delays in performing its obligations under this Agreement to the extent that the delay is caused by Force Majeure; provided, however, that within ten (10) business days of the Force Majeure event, the party whose performance is delayed provides the other party with written notice explaining the cause and extent thereof, as well as a request for a reasonable time extension equal to the estimated duration of the Force Majeure event.

9. No Intended Third-Party Beneficiaries. This Agreement is entered into solely for the benefit of you and us. No third party will be deemed a beneficiary of this Agreement, and no third party will have the right to make any claim or assert any right under this Agreement. This provision does not affect the rights of third parties under any Third-Party Terms.

10. Entire Agreement; Amendment. This Agreement represents the entire agreement between you and

us with respect to the subject matter hereof, and supersedes any prior agreements, understandings, and representations, whether written, oral, expressed, or implied. Purchase orders submitted by you, if any, are for your internal administrative purposes only, and the terms and conditions contained in those purchase orders will have no force or effect. This Agreement may only be modified in writing, signed by an authorized representative of the party against whom enforcement is sought.

11. Severability. If any term or provision of this Agreement is held invalid or unenforceable, the remainder of this Agreement will be considered valid and enforceable to the fullest extent permitted by law.

12. No Waiver. In the event that the terms and conditions of this Agreement are not strictly enforced by either party, such non-enforcement will not act as or be deemed to act as a waiver or modification of this Agreement, nor will such non-enforcement prevent such party from enforcing each and every term of this Agreement thereafter.

13. Independent Contractor. We are an independent contractor for all purposes under this Agreement.

14. Notices. All notices or communications required or permitted as a part of this Agreement, such as notice of an alleged material breach for a termination for cause or a dispute that must be submitted to dispute resolution, must be in writing and will be deemed delivered upon the earlier of the following: (i) actual receipt by the receiving party; or (ii) five (5) days following deposit with registered or certified mail with proper postage affixed and addressed to the other party at the address set forth in this Agreement or such other address as the party may have designated by proper notice. The consequences for the failure to receive a notice due to improper notification by the intended receiving party of a change in address will be borne by the intended receiving party.

15. Confidentiality. Both parties recognize that their respective employees and agents, in the course of performance of this Agreement, may be exposed to confidential information and that disclosure of such information could violate rights to private individuals and entities, including the parties. Confidential information is nonpublic information that a reasonable person would believe to be confidential and includes, without limitation, personal identifying information (*e.g.*, social security numbers) and trade secrets, each as defined by applicable state law. Each party agrees that it will not disclose any confidential information of the other party and further agrees to take all reasonable and appropriate action to prevent such disclosure by its employees or agents. The confidentiality covenants contained herein will survive the termination or cancellation of this Agreement. This obligation of confidentiality will not apply to information that:
    i. is in the public domain, either at the time of disclosure or afterwards, except by breach of this Agreement by a party or its employees or agents;
    ii. a party can establish by reasonable proof was in that party's possession at the time of initial disclosure;
    iii. a party receives from a third party who has a right to disclose it to the receiving party; or
    iv. is the subject of a legitimate disclosure request under the open records laws or similar applicable public disclosure laws governing this Agreement; provided, however, that in the event you receive an open records or other similar applicable request, you will give us prompt notice and otherwise perform the functions required by applicable law.

16. Business License. In the event a local business license is required for us to perform services hereunder, you will promptly notify us and provide us with the necessary paperwork and/or contact information so that we may timely obtain such license.

17. Cooperative Procurement. To the maximum extent permitted by applicable law, we agree that this Agreement may be used as a cooperative procurement vehicle by eligible jurisdictions. In such cases, we reserve the right to negotiate and customize the terms and conditions set forth herein, including but not limited to pricing, to the scope and circumstances of that cooperative procurement.

18. Contract Documents. This Agreement includes the following exhibits:

Exhibit A	Investment Summary for JIMS Software and Kiosk Hardware
Exhibit A-2	Optional Pricing for Inmate Services
Exhibit B	Invoicing and Payment Terms
Exhibit C	Service Level Agreement
Exhibit D-1	Statement of Work – JIMS
Exhibit D-2	Statement of Work – 12 Month On-site Post Go-Live Support



Exhibit A
Investment Summary

The Investment Summary details the products and services to be delivered by us, or a third party, as applicable, to you under the Agreement. This Investment Summary is effective as of the Effective Date regardless of any expiration date in the Investment Summary. Capitalized terms not otherwise defined will have the meaning assigned to such terms in the Agreement.

Exhibit A Investment Summary		Final
Tyler JIMS Investment Summary for Riverside County Sheriff's Office		
Annual SaaS Fee	**Description**	**Total Amount**
JIMS (Jail Information Management System) Annual SaaS Fee*	Includes Software and System use, Maintenance, AWS Gov Cloud Hosting	$798,695
	Total:	**$798,695**
Integrations/Interfaces and Associated Services Fees	**Additional Description**	**Total Amount**
Analytics & Reporting	Standard Jail Manager Jail Data Export	$0
Apriss/VINE	Standard Jail Manager VINE One-Way Interface	$0
CLETS/NCIC Interface	Requires Custom Development by Tyler	$21,500
CAL - ID	Requires Custom Development by Tyler	$14,000
Dataworks: CAL-ID integration	Standard Jail Manager Mugshots	$0
iWeb Visit: In custody information for video visiting	Standard Jail Manager Jail Data Export	$0
Jail Locator: JMS to RMS	Requires Custom Development by Tyler in Coordination with Hexagon	$39,000
Jail Locator: JMS to CAD	Requires Custom Development by Tyler in Coordination with Hexagon	$29,000
Keefe Group: Commissary	Standard Jail Manager Jail Data Export	$0
Keefe Group: ACH and inmate deposits	Standard Jail Manager Jail Data Export	$0
Kalos Pharmacy Systems	Standard Jail Manager Jail Data Export	$0
Livescan	Standard Jail Manager Jail Data Export	$0

NaphCare/TechCare: In custody information	Standard Jail Manager Jail Data Export	$0
Securus Systems inmate telephone system	Standard Jail Manager Jail Data Export	$0
Tek84 Body Scanner	Standard Jail Manager Jail Data Export	$0
TechCare: Inmate medical	Standard Jail Manager Jail Data Export	$0
Jailhouse Mail	Standard Jail Manager Jail Data Export	$0
Pre-Trial Risk Assessment	Standard Jail Manager Jail Data Export	$0
Website: Inmate search	Standard Jail Manager Jail Data Export	$0
Court Case Scheduler	Requires Custom Development by Tyler	$70,000
	Total:	**$173,500**
One-Time Costs for Professional Services, Training, and Travel		
One-Time Cost Category	**Description**	**Total Amount**
Data Conversion from Legacy JIMS	Includes Premium Conversion	$106,560
Project Management		$373,035
Setup, Configuration & Consulting		$393,680
Integrations / Interfaces		$173,500
Go-Live		$355,200
Deployment		$7,400
Full Time Onsite Resource for JIMS	Post Go-Live On-site Tyler support for 1 year (billed during post Go-Live 12 month period)	$336,000
JIMS Training	600 Training Hours	$125,800
Additional Training post Go-Live and Conference attendance	Year One Planned Annual Continuing Education (PACE) - Includes fifteen training days and Tyler Connect Conference passes for 12 RSO personnel	$90,000
Travel cost Estimates (billed as incurred)	Includes all project related travel and 44 Tyler JMS personnel on-site for 24 hour coverage for 3 days at Go-Live	$285,398
Cost Summary Breakout		
SaaS Fees Annual	**Billed Annually - Recurring**	**$798,695**
Integration/Interface Software	**Billed Via Milestone**	**$173,500**
Professional Services	**Billed Via Milestone**	**$1,409,375**
Training	**Billed Via Milestone**	**$125,800**
PACE Traning package post Go-Live	**Billed July 1, 2027**	**$90,000**
Travel	**Billed as Incurred**	**$285,398**
	Total:	**$2,882,768**

Estimated Integration/Interface, Professional Services, Training, Milestone Breakout Per Exhibit D-1		
Milestone Payment Schedule	**Allocation %**	**$1,708,675**
Monthly status reports from TYL RSO for 18 months	9%	$157,950
Stage 1 - Initiate & Plan	14%	$236,925
Stage 2 - Assess & Define	18%	$307,389
Stage 3 - Prepare Solution	22%	$374,611
Stage 4 - Production Readiness	18%	$315,900
Stage 5 - Production	14%	$236,925
Stage 6 - Close	5%	$78,975
Totals:	**100%**	**$1,708,675**
Total Contract Cost Schedule Projection Estimates based on 18 month deployment		
Cost Category	**Contract Year**	**Amount**
Annual SaaS fee	1	$798,695
Annual SaaS fee with 3% Escalation	2	$822,656
Annual SaaS fee with 3% Escalation	3	$847,336
Annual SaaS fee with 3% Escalation	4	$872,756
Annual SaaS fee with 3% Escalation	5	$898,938
	Total	**$4,240,381**
Integration/Interface Software	1 (66%)	$114,510
Integration/Interface Software	2 (34%)	$58,990
	Total	**$173,500**
Professional Services	1 (66%)	$930,188
Professional Services	2 (34%)	$479,188
	Total	**$1,409,375**
Training	1 (25%)	$53,950
Training	2 (50%)	$107,900
Training	3 (25%)	$53,950
	Total	**$215,800**
Travel	1 (50%)	$142,699
Travel	2 (50%)	$142,699
	Total	**$285,398**
	Year	**Cost**
Total Project Projected Cost of Investment	1	$2,040,042
Total Project Projected Cost of Investment	2	$1,611,433
Total Project Projected Cost of Investment	3	$901,286

Total Project Projected Cost of Investment	4	$872,756
Total Project Projected Cost of Investment	5	$898,938
	Total	**$6,324,454**
Footnotes:		
Customized SaaS Fee pricing for Large Jail Management System		

The table below "Hardware required for JIMS deployment at RSO" represents one-time Hardware Costs, specifically for Kiosks to be used by RSO staff at the jail facilities in direct support of the JIMS deployment. One-Time Hardware costs of $629,750 are in addition to the Software costs described above which total $6,324,454 over 5 years.

Hardware required for JIMS deployment at RSO

Count of Kiosks	Jail Location						
Kiosk Type	**RPDC**	**JBDC**	**CBDC**	**LSCF**	**Blythe**	**Total Qty**	**Total Cost**
Wall Mount @ $1,750 per	38	110	60	89	11	308	**$ 539,000**
Mobile @ $3,750 per	2	6	2	3	0	13	**$ 48,750**
Lobby @ $3,500 per	1	1	1	1	1	5	**$ 17,500**
Booking @ $3,500 per	2	1	1	2	1	7	**$ 24,500**
TOTAL per Location	**43**	**118**	**64**	**95**	**13**	**333**	**$ 629,750**

***Hardware billed 7/1/2026 and delivered per mutually agreeable plan between RSO and Tyler. Price includes installation less any required networking modifications at each jail location.**

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Exhibit A - 2
OPTIONAL INMATE SERVICES

Exhibit A-2 defines specific Inmate Services modules and their respective pricing should RSO/County elect to add these modules during the term of the agreement. No payment or commitment to pay for these modules is obligated, and must be executed through future amendment(s) to this Agreement by both parties.

Inmate, Family, & Friends Trust Account Deposit Fees

Transaction Amount	On-Site Kiosk Cash Only Transaction Fees	CorrectPay Credit/Debit Card Tech Account Transaction Fees
$0 - $19.99	Free	$1.95
$20 - $99.99	Free	$2.95
$100 - $199.99	Free	$3.95
$200 - $300	Free	$4.95

Communication Suite Rates and SaaS fees Tier options

	Tier 1	Tier 2	Tier 3	Tier 4	Tier 5	Tier 6
Annual SaaS Fee	$100,000	$275,000	$450,000	$650,000	$850,000	$1,300,000
Offsite Video Visitation	$0.11	$0.09	$0.07	$0.05	$0.03	Two 15-min Visits per Week
Onsite Video Visitation	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Messaging Out	$0.50	$0.40	$0.30	$0.20	$0.10	200 per Month
Messaging In	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited

Exhibit B
Invoicing and Payment Terms

We will provide you with the software and services set forth in the Investment Summary of the Agreement. Capitalized terms not otherwise defined will have the meaning assigned to such terms in the Agreement.

Invoicing: We will invoice you for the applicable software and services in the Investment Summary as set forth below. Your rights to dispute any invoice are set forth in the Agreement.

1. Tyler Annual Services.
   1.1. *SaaS Services*. SaaS Fees are invoiced on an annual basis, beginning on the Effective Date of this Agreement. Your annual SaaS fees for years 1 through 10 are set forth in the table below. Subsequent SaaS Fees will be at our then-current rates.Year 1 SaaS Fees shall be invoiced 50% upon Effective Date, and 50% on 7/1/2026. Contract Years 2 and beyond shall be invoiced on each anniversary of the Effective Date.

Contract Year	Annual SaaS Fee
Year 1	$ 798,695
Year 2	$ 822,656
Year 3	$ 847,336
Year 4	$ 872,756
Year 5	$ 898,938
Year 6	$ 925,906
Year 7	$ 953,684
Year 8	$ 982,294
Year 9	$ 1,011,763
Year 10	$ 1,042,116

   1.2. *Other Annual Services*. Fees for annual services other than SaaS Services are invoiced on an annual basis, beginning with the availability of the service. Your annual fees for the initial term are set forth in the Investment Summary. Upon expiration of the initial term, your annual fees will be at our then-current rates.

2. Tyler Services.
   2.1. *Professional Services Generally*: Unless otherwise indicated below, fees for Tyler services are invoiced in accordance with the milestone billing schedule set forth in the Investment

Summary.

2.2. *PACE Services:* The fees for PACE Services shall be invoiced on July 1, 2027.

3. Hardware & Third-Party Products.
   3.1. *Hardware*: Hardware costs, if any, are invoiced upon the Effective Date.
   3.2. *Hardware Maintenance*: The first year maintenance fee for hardware is invoiced upon delivery of the hardware. Subsequent annual maintenance fees for hardware are invoiced annually, in advance, at then-current rates, upon each anniversary thereof.
   3.3. *Third-Party Services*: Fees for Third-Party Services, if any, are invoiced as delivered, along with applicable expenses, at the rates set forth in the Investment Summary.
   3.4. *Third Party Software*. License Fees for Third Party Software, in any, are invoiced when the applicable Third Party Software is made available to you for download.
   3.5. *Third Party Software Maintenance*: The first year maintenance fee for the Third Party Software is invoiced when it is made available to you for downloading. Subsequent annual maintenance fees for Third Party Software are invoiced annually, in advance, at then-current rates, upon each anniversary thereof.
   3.6. *Third-Party SaaS Services*. Third-Party SaaS Services fees, if any, are invoiced on an annual basis, commencing with availability of the respective Third-Party SaaS Services. Pricing for the first year of Third-Party SaaS Services is indicated in the Investment Summary. Unless express stated otherwise, pricing for subsequent years will be at then-current rates.

4. Expenses. The service rates in the Investment Summary do not include travel expenses. Expenses for Tyler delivered services will be billed as incurred and only in accordance with our then-current Business Travel Policy.

Payment. Payment for undisputed invoices is due within forty-five (45) days of the invoice date. We prefer to receive payments electronically. Our electronic payment information is available by contacting AR@tylertech.com.



Exhibit C
SERVICE LEVEL AGREEMENT

I. Agreement Overview

This SLA operates in conjunction with, and does not supersede or replace any part of, the Agreement. It outlines the information technology service levels related to the availability of the Tyler SaaS Services that you have requested us to provide. All other support services are documented in the Support Call Process. This SLA does not apply to any Third-Party SaaS Services.

II. Definitions. Except as defined below, all defined terms have the meaning set forth in the Agreement.

Actual Attainment: The percentage of time the Tyler Software is available during a calendar month, calculated as follows: (Service Availability – Downtime) ÷ Service Availability.

Client Error Incident: Any service unavailability resulting from your applications, content or equipment, or the acts or omissions of any of your service users or third-party providers over whom we exercise no control.

Downtime: Those minutes during Service Availability, as defined below, when all users cannot launch, login, search or save primary data in the Tyler Software. Downtime does not include those instances in which only a Defect is present.

Emergency Maintenance Window: (1) maintenance that is required to patch a critical security vulnerability; (2) maintenance that is required to prevent an imminent outage of Service Availability; or (3) maintenance that is mutually agreed upon in writing by Tyler and the Client.

Planned Downtime: Downtime that occurs during a Standard or Emergency Maintenance window.

Service Availability: The total number of minutes in a calendar month that the Tyler Software is capable of receiving, processing, and responding to requests, excluding Planned Downtime, Client Error Incidents, denial of service attacks and Force Majeure. Service Availability only applies to Tyler Software being used in the production environment.

Standard Maintenance: Routine maintenance to the Tyler Software and infrastructure. Standard Maintenance is limited to five (5) hours per week.

III. Service Availability

a. Your Responsibilities

Whenever you experience Downtime, you must make a support call according to the procedures outlined in the Support Call Process. You will receive a support case number.

b. Our Responsibilities

When our support team receives a call from you that Downtime has occurred or is occurring, we will work with you to identify the cause of the Downtime (including whether it may be the result of Planned Downtime, a Client Error Incident, denial of service attack or Force Majeure). We will also work with you to resume normal operations.

c. Client Relief

Our targeted Attainment Goal is 100%. You may be entitled to credits as indicated in the Client Relief Schedule found below. Your relief credit is calculated as a percentage of the SaaS Fees paid for the calendar quarter.

In order to receive relief credits, you must submit a request through one of the channels listed in our Support Call Process within fifteen (15) days of the end of the applicable quarter. We will respond to your relief request within thirty (30) days of receipt.

The total credits confirmed by us will be applied to the SaaS Fee for the next billing cycle. Issuing of such credit does not relieve us of our obligations under the Agreement to correct the problem which created the service interruption.

Client Relief Schedule	
Actual Attainment	**Client Relief**
99.99% - 99.50%	Remedial action will be taken
99.49% - 98.50%	2%
98.49% - 97.50%	4%
97.49% - 96.50%	6%
96.49% - 95.50%	8%
Below 95.50%	10%

IV. Maintenance Notifications

We perform Standard Maintenance during limited windows that are historically known to be reliably low-traffic times. If and when maintenance is predicted to occur during periods of higher traffic, we will provide advance notice of those windows and will coordinate to the greatest extent possible with you.

Not all maintenance activities will cause application unavailability. However, if Tyler anticipates that activities during a Standard or Emergency Maintenance window may make the Tyler Software unavailable, we will provide advance notice, as reasonably practicable, that the Tyler Software will be unavailable during the maintenance window.

Exhibit D-1
Statement of Work – Jail Information Management System (JIMS)

Riverside County Sheriff's Office

SOW from Tyler Technologies, Inc.

10/27/25

Presented to:
Riverside County Sheriff's Office
4095 Lemon Street
Riverside, CA 92501

Contact:
Hal Rathvon
Email: Hal.Rathvon@TylerTech.com
5101 Tennyson Parkway Plano, TX 75024

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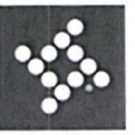
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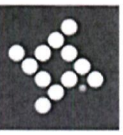
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Part 1: Executive Summary

1. Project Overview

1.1 Introduction

Tyler Technologies ("Tyler") is the largest and most established provider of integrated software and technology services focused solely on the public sector. Tyler's end-to-end solutions empower public sector entities including local, state, provincial and federal government, to operate more efficiently and connect more transparently with their constituents and with each other. By connecting data and processes across disparate systems, Tyler's solutions transform how clients gain actionable insights that solve problems in their communities.

1.2 Project Goals

This Statement of Work ("SOW") documents the methodology, implementation stages, activities, and roles and responsibilities, and project scope listed in the Investment Summary of the Agreement between Tyler and the Client (collectively the "Project").

The overall goals of the project are to:

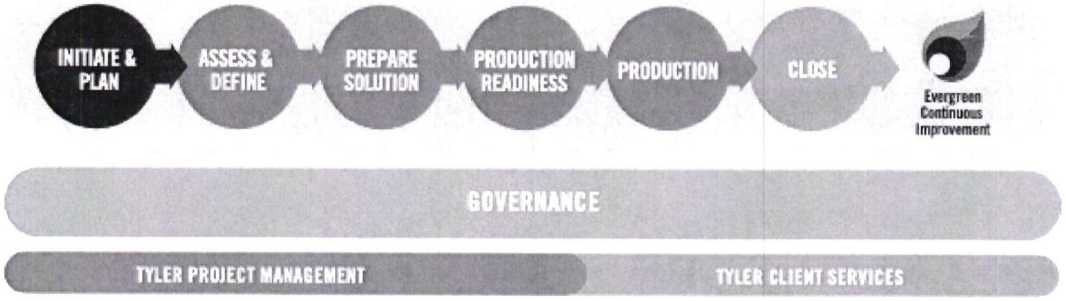
- Successfully implement the contracted scope on time and on budget
- Increase operational efficiencies and empower users to be more productive
- Improve accessibility and responsiveness to external and internal customer needs
- Overcome current challenges and meet future goals
- Providing a single, comprehensive, and integrated solution to manage business functions
- Streamline business processes through automation, integration, and workflows
- Provide a user-friendly user interface to promote system use and productivity
- Eliminate redundant data entry

1.3 Methodology

This is accomplished by the Client and Tyler working as a partnership and Tyler utilizing its depth of implementation experience. While each Project is unique, all will follow Tyler's six-stage methodology. Each of the six stages is comprised of multiple work packages, and each work package includes a narrative description, objectives, tasks, inputs, outputs/deliverables, assumptions, and a responsibility matrix.

Tailored specifically for Tyler's public sector clients, the project methodology contains Stage Acceptance Control Points throughout each Phase to ensure adherence to scope, budget, timeline controls, effective communications, and quality standards. Clearly defined, the project methodology repeats consistently across Phases, and is scaled to meet the Client's complexity and organizational needs.

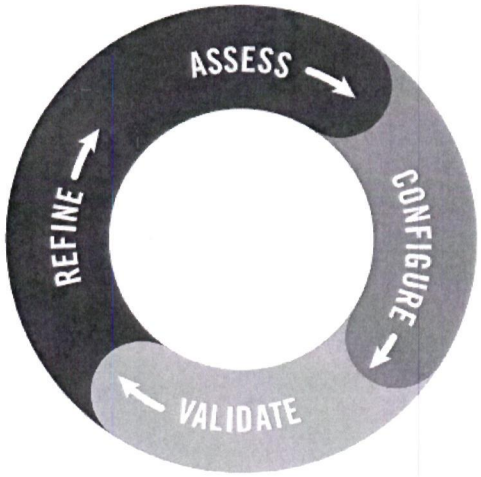
Tyler's Six Stage Project Methodology



The methodology adapts to both single-phase and multiple-phase projects.

To achieve Project success, it is imperative that both the Client and Tyler commit to including the necessary leadership and governance. During each stage of the Project, it is expected that the Client and Tyler Project teams work collaboratively to complete tasks. An underlying principle of Tyler's Implementation process is to employ an iterative model where the Client's business processes are assessed, configured, validated, and refined cyclically in line with the project budget. This approach is used in multiple stages and work packages as illustrated in the graphic below.

Iterative Project Model



The delivery approach is systematic, which reduces variability and mitigates risks to ensure Project success. As illustrated, some stages, along with work packages and tasks, are intended to be overlapping by nature to complete the Project efficiently and effectively.

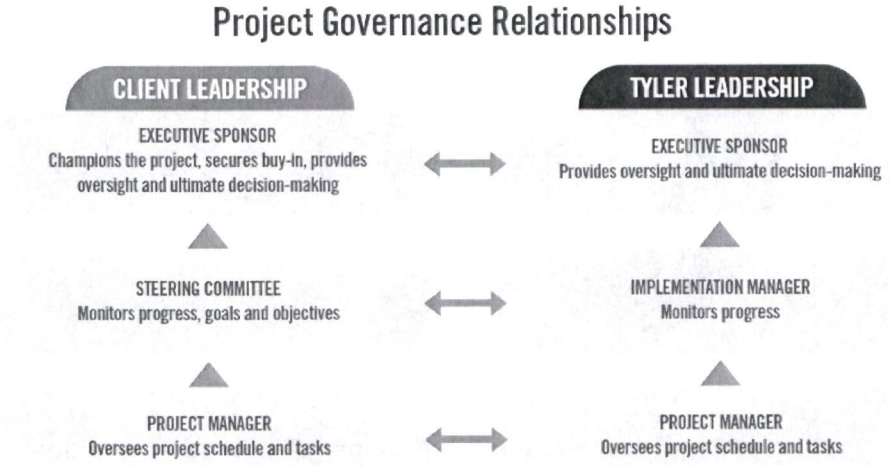
Part 2: Project Foundation

2. Project Governance

Project governance is the management framework within which Project decisions are made. The role of Project governance is to provide a decision-making approach that is logical, robust, and repeatable. This allows organizations to have a structured approach for conducting its daily business in addition to project related activities.

This section outlines the resources required to meet the business needs, objectives, and priorities for the Project, communicate the goals to other Project participants, and provide support and guidance to accomplish these goals. Project governance defines the structure for escalation of issues and risks, Change Control review and authority, and Organizational Change Management activities. Throughout the Statement of Work Tyler has provided RACI Matrices for activities to be completed throughout the implementation which will further outline responsibilities of different roles in each stage. Further refinement of the governance structure, related processes, and specific roles and responsibilities occurs during the Initiate & Plan Stage.

The chart below illustrates an overall team perspective where Tyler and the Client collaborate to resolve Project challenges according to defined escalation paths. If project managers do not possess authority to determine a solution, resolve an issue, or mitigate a risk, Tyler implementation management and the Client Steering Committee become the escalation points to triage responses prior to escalation to the Client and Tyler executive sponsors. As part of the escalation process, each Project governance tier presents recommendations and supporting information to facilitate knowledge transfer and issue resolution. The Client and Tyler executive sponsors serve as the final escalation point.

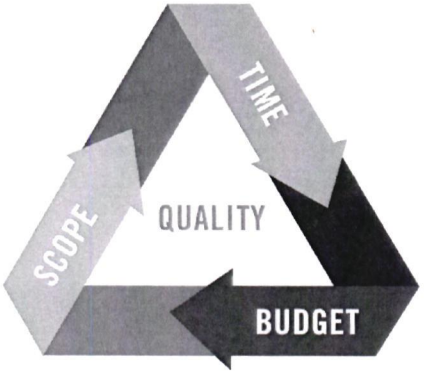


3. Project Scope Control

3.1 Managing Scope and Project Change

Project Management governance principles contend that there are three connected constraints on a Project: budget, timeline, and scope. These constraints, known as the "triple constraints" or project management triangle, define budget in terms of financial cost, labor costs, and other resource costs. Scope is defined as the work performed to deliver a product, service or result with the specified features and functions, while time is simply defined as the schedule. The Triple Constraint theory states that if you change one side of the triangle, the other two sides must be correspondingly adjusted. For example, if the scope of the Project is increased, cost and time to complete will also need to increase. The Project and executive teams will need to remain cognizant of these constraints when making impactful decisions to the Project. A simple illustration of this triangle is included here, showing the connection of each item and their relational impact to the overall Scope.

Project Management Triangle



A pillar of any successful project is the ability to properly manage scope while allowing the appropriate level of flexibility to incorporate approved changes. Scope and changes within the project will be managed using the change control process outlined in the following section.

3.2 Change Control

It may become necessary to change the scope of this Project due to unforeseeable circumstances (e.g., new constraints or opportunities are discovered). This Project is being undertaken with the understanding that Project scope, schedule, and/or cost may need to change to produce optimal results for stakeholders. Changes to contractual requirements will follow the change control process specified in the final contract, and as described below.

3.3 Change Request Management

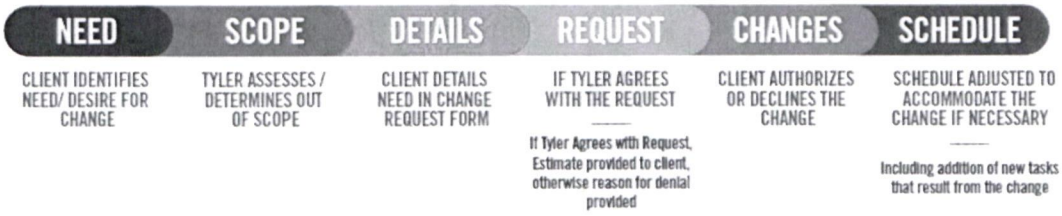
Should the need for a change to Project scope, schedule, and/or cost be identified during the Project, the change will be brought to the attention of the Steering Committee and an assessment of the change will occur. While such changes may result in additional costs and delays relative to the schedule, some changes

may result in less cost to the Client; for example, the Client may decide it no longer needs a deliverable originally defined in the Project. The Change Request will include the following information:

- The nature of the change.
- A good faith estimate of the additional cost or associated savings to the Client, if any.
- The timetable for implementing the change.
- The effect on and/or risk to the schedule, resource needs or resource responsibilities.

The Client will use its good faith efforts to either approve or disapprove any Change Request within ten (10) Business Days (or other period as mutually agreeable between Tyler and the Client). Any changes to the Project scope, budget, or timeline must be documented and approved in writing using a Change Request form. These changes constitute a formal amendment to the Statement of Work and will supersede any conflicting term in the Statement of Work.

Change Request Process



4. Acceptance Process

The implementation of a Project involves many decisions to be made throughout its lifecycle. Decisions will vary from higher level strategy decisions to smaller, detailed Project level decisions. It is critical to the success of the Project that each Client office or department designates specific individuals for making decisions on behalf of their offices or departments.

Both Tyler and the Client will identify representative project managers. These individuals will represent the interests of all stakeholders and serve as the primary contacts between the two organizations.

The coordination of gaining Client feedback and approval on Project deliverables will be critical to the success of the Project. The Client project manager will strive to gain deliverable and decision approvals from all authorized Client representatives. Given that the designated decision-maker for each department may not always be available, there must be a designated proxy for each decision point in the Project. Assignment of each proxy will be the responsibility of the leadership from each Client department. The proxies will be named individuals that have the authorization to make decisions on behalf of their department.

The following process will be used for accepting Deliverables and Control Points:

- The Client shall have five (5) business days from the date of delivery, or as otherwise mutually agreed upon by the parties in writing, to accept each Deliverable or Control Point. If the Client does not provide acceptance or acknowledgement within five (5) business days, or the otherwise agreed upon timeframe, not to be unreasonably withheld, Tyler deems the Deliverable or Control Point as accepted.
- If the Client does not agree the Deliverable or Control Point meets requirements, the Client shall notify Tyler project manager(s), in writing, with reasoning within five (5) business days, or the otherwise agreed-upon timeframe, not to be unreasonably withheld, of receipt of the Deliverable.
- Tyler shall address any deficiencies and redeliver the Deliverable or Control Point. The Client shall then have two (2) business days from receipt of the redelivered Deliverable or Control Point to accept or again submit written notification of reasons for rejecting the milestone. If the Client does not provide acceptance within two (2) business days, or the otherwise agreed upon timeframe, not to be unreasonably withheld, Tyler deems the Deliverable or Control Point as accepted.

5. Roles and Responsibilities

The following defines the roles and responsibilities of each Project resource for the Client and Tyler. Roles and responsibilities may not follow the organizational chart or position descriptions at the Client, but are roles defined within the Project. It is common for individual resources on both the Tyler and Client project teams to fill multiple roles. Similarly, it is common for some roles to be filled by multiple people.

5.1 Tyler Roles & Responsibilities

Tyler assigns a project manager prior to the start of each Phase of the Project (some Projects may only be one Phase in duration). Additional Tyler resources are assigned as the schedule develops and as needs arise.

Riverside has the right to request removal of any Key Personnel if it has escalated service delivery concerns - in accordance with this Statement of Work and Tyler standard of services - to the Tyler Executive Manager,

and expect the service delivery concerns are not resolved within a reasonable time (30 calendar days). In the event of a request for Key Personnel to be removed, Riverside will provide Tyler with written notice and coordinate with the Tyler to assign replacement personnel. Riverside and Tyler agree to work together in good faith to make any reasonably required adjustments to the project schedule as a result of any personnel substitutions. Tyler will make best effort to assigned only resoruces tha demonstrate high level of proficiency in Tyler processes and product and - as possible - with 5 years or more of experience with Tyler.

Key Personnel is limited to the assigned Project Manager, Implementation Consultant, and Data Conversion Engineer.

5.1.1 Tyler Executive Manager

Tyler executive management has indirect involvement with the Project and is part of the Tyler escalation process. This team member offers additional support to the Project team and collaborates with other Tyler department managers as needed to escalate and facilitate implementation Project tasks and decisions.

- Provides clear direction for Tyler staff on executing on the Project Deliverables to align with satisfying the Client 's overall organizational strategy.
- Authorizes required Project resources.
- Resolves all decisions and/or issues not resolved at the implementation management level as part of the escalation process.
- Acts as the counterpart to the Client 's executive sponsor.

5.1.2 Tyler Implementation Manager

- Tyler implementation management has indirect involvement with the Project and is part of the Tyler escalation process. The Tyler project managers consult implementation management on issues and outstanding decisions critical to the Project. Implementation management works toward a solution with the Tyler Project Manager or with Client management as appropriate. Tyler executive management is the escalation point for any issues not resolved at this level.
- Assigns Tyler Project personnel.
- Provides support for the Project team.
- Provides management support for the Project to ensure it is staffed appropriately, and staff have necessary resources.
- Monitors Project progress including progress towards agreed upon goals and objectives.

5.1.3 Tyler Project Manager

- The Tyler project manager(s) provides oversight of the Project, coordination of Tyler resources between departments, management of the Project budget and schedule, effective risk, and issue management, and is the primary point of contact for all Project related items. As requested by the Client, the Tyler Project Manager provides regular updates to the Client Steering Committee and other Tyler governance members. Tyler Project Manager's role includes responsibilities in the following areas:

5.1.3.1 Contract Management

- Validates contract compliance throughout the Project.
- Ensures Deliverables meet contract requirements.
- Acts as primary point of contact for all contract and invoicing questions.
- Prepares and presents contract milestone sign-offs for acceptance by the Client project manager(s).
- Coordinates Change Requests, if needed, to ensure proper Scope and budgetary compliance.

5.1.3.2 Planning

- Delivers project planning documents.
- Defines Project tasks and resource requirements.
- Develops initial Project schedule and Project Management Plan.
- Collaborates with the Client project manager(s) to plan and schedule Project timelines to achieve on-time implementation.

5.1.3.3 Implementation Management

- Tightly manages Scope and budget of Project to ensure Scope changes and budget planned versus actual are transparent and handled effectively and efficiently.
- Establishes and manages a schedule and Tyler resources that properly support the Project Schedule and are also in balance with Scope/budget.
- Establishes risk/issue tracking/reporting process between the Client and Tyler and takes all necessary steps to proactively mitigate these items or communicate with transparency to the Client any items that may impact the outcomes of the Project.
- Collaborates with the Client 's project manager(s) to establish key business drivers and success indicators that will help to govern Project activities and key decisions to ensure a quality outcome of the project.
- Collaborates with the Client 's project manager(s) to set a routine communication plan that will aide all Project team members, of both the Client and Tyler, in understanding the goals, objectives, status, and health of the Project.

5.1.3.4 Resource Management

- Acts as liaison between Project team and Tyler manager(s).
- Identifies and coordinates all Tyler resources across all applications, Phases, and activities including development, forms, installation, reports, implementation, and billing.
- Provides direction and support to Project team.
- Manages the appropriate assignment and timely completion of tasks as defined in the Project Schedule, task list, and Go-Live Checklist.
- Assesses team performance and adjusts as necessary.
- Consulted on in Scope 3rd party providers to align activities with ongoing Project tasks.
- Interfaces closely with Tyler developers to coordinate program Modification activities.

5.1.4 Tyler Implementation Consultant

- Completes tasks as assigned by the Tyler project manager(s).
- Documents activities for services performed by Tyler.
- Guides the Client through software validation process following configuration.

- Assists during Go-Live process and provides support until the Client transitions to Client Services.
- Facilitates training sessions and discussions with the Client and Tyler staff to ensure adequate discussion of the appropriate agenda topics during the allotted time.
- May provide conversion review and error resolution assistance.

5.1.5 Tyler Sales

- Supports Sales to Implementation knowledge transfer during Initiate & Plan.
- Provides historical information, as needed, throughout implementation.
- Participates in pricing activities if additional licensing and/or services are needed.

5.1.6 Tyler Technical Services

- Maintains Tyler infrastructure requirements and design document(s).
- Involved in system infrastructure planning/review(s).
- Provides first installation of licensed software with initial database on servers.
- Supports and assists the project team with technical/environmental issues/needs.
- Deploys Tyler products.

5.1.7 Tyler API Services

- Provides training in the use of the API Toolkit.
- Provides consulting services in the use of the API Toolkit to the Client, as the Client builds interfaces.

5.1.8 Tyler Modification Services

- Programs modification(s) per the agreed upon business requirements document(s).
- Performs internal quality assurance.
- Provides software updates and defect fixes.
- Completes interface development for in-scope interfaces.

5.1.9 Tyler Data Experts

- Validates that customer data files are in proper format.
- Develops customized conversion programs, as necessary, to convert Legacy System data into the Tyler database for production use according to defined mapping.
- Provides error Reports on unsupported data conditions and the merging or normalization of data fields.
- Assists the Client with understanding and interpreting error Reports.
- Performs changes and corrections to customized conversion programs as the Client completes the data review.
- Provides conversion consulting and mapping assistance.

Services associated with 12-month onsite support as requested by the customer will be contracted via a separate SOW.

5.2 Client Roles & Responsibilities

Client resources will be assigned prior to the start of each Phase of the Project. One person may be assigned to multiple Project roles.

5.2.1 Client Executive Sponsor

The Client executive sponsor provides support to the Project by providing strategic direction and communicating key issues about the Project and its overall importance to the organization. When called upon, the executive sponsor also acts as the final authority on all escalated Project issues. The executive sponsor engages in the Project, as needed, to provide necessary support, oversight, guidance, and escalation, but does not participate in day-to-day Project activities. The executive sponsor empowers the Client steering committee, project manager(s), and functional leads to make critical business decisions for the Client.

- Champions the project at the executive level to secure buy-in.
- Authorizes required project resources.
- Actively participates in organizational change communications.

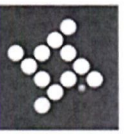
5.2.2 Client Steering Committee

The Client steering committee understands and supports the cultural change necessary for the Project and fosters an appreciation for the Project's value throughout the organization. The steering committee oversees the Client project manager and Project through participation in regular internal meetings. The Client steering committee remains updated on all Project progress, Project decisions, and achievement of Project milestones. The Client steering committee also serves as primary level of issue resolution for the Project.

- Works to resolve all decisions and/or issues not resolved at the project manager level as part of the escalation process.
- Attends all scheduled steering committee meetings.
- Provides support for the project team.
- Assists with communicating key project messages throughout the organization.
- Prioritizes the project within the organization.
- Ensures the project staffed appropriately and that staff have necessary resources.
- Monitors project progress including progress towards agreed upon goals and objectives.
- Has the authority to approve or deny changes impacting the following areas:
    - Cost
    - Scope
    - Schedule
    - Project Goals
    - Client Policies
    - Needs of other client projects

5.2.3 Client Project Manager

The Client shall assign project manager(s) prior to the start of this project with overall responsibility and authority to make decisions related to Project Scope, scheduling, and task assignment. The Client Project Manager should communicate decisions and commitments to the Tyler project manager(s) in a timely and efficient manner. When the Client project manager(s) do not have the knowledge or authority to make



decisions, he or she engages the necessary resources to participate in discussions and make decisions in a timely fashion to avoid Project delays. The Client project manager(s) are responsible for reporting to the Client steering committee and determining appropriate escalation points.

5.2.3.1 Contract Management

- Validates contract compliance throughout the project.
- Ensures that invoicing and Deliverables meet contract requirements.
- Acts as primary point of contact for all contract and invoicing questions. Collaborates on and approves Change Requests, if needed, to ensure proper scope and budgetary compliance.

5.2.3.2 Planning

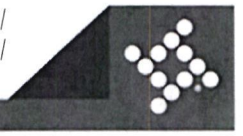
- Reviews and accepts project planning documents.
- Defines project tasks and resource requirements for the Client project team.
- Collaborates in the development and approval of the project schedule.
- Collaborates with Tyler project manager(s) to plan and schedule project timelines to achieve on-time implementation.

5.2.3.3 Implementation Management

- Tightly manages project budget and scope.
- Collaborates with Tyler project manager(s) to establish a process and approval matrix to ensure that scope changes and budget (planned versus actual) are transparent and handled effectively and efficiently.
- Collaborates with Tyler project manager to establish and manage a schedule and resource plan that properly supports the project schedule as a whole and is also in balance with scope and budget.
- Collaborates with Tyler project manager(s) to establish risk and issue tracking and reporting process between the Client and Tyler and takes all necessary steps to proactively mitigate these items or communicate with transparency to Tyler any items that may impact the outcomes of the project.
- Collaborates with Tyler project manager(s) to establish key business drivers and success indicators that will help to govern project activities and key decisions to ensure a quality outcome of the project.
- Routinely communicates with both the Client staff and Tyler, aiding in the understanding of goals, objectives, current status, and health of the project by all team members.
- Manages the requirements gathering process and ensure timely and quality business requirements are being provided to Tyler.

5.2.3.4 Resource Management

- Acts as liaison between project team and stakeholders.
- Identifies and coordinates all Client resources across all modules, phases, and activities including data conversions, forms design, hardware and software installation, reports building, and satisfying invoices.
- Provides direction and support to project team.
- Builds partnerships among the various stakeholders, negotiating authority to move the project forward.
- Manages the appropriate assignment and timely completion of tasks as defined.
- Assesses team performance and takes corrective action, if needed.



- Provides guidance to Client technical teams to ensure appropriate response and collaboration with Tyler Technical Support Teams to ensure timely response and appropriate resolution.
- Owns the relationship with in-Scope 3rd party providers and aligns activities with ongoing project tasks.
- Ensures that users have appropriate access to Tyler project toolsets as required.
- Conducts training on proper use of toolsets.
- Validates completion of required assignments using toolsets.

5.2.4 Client Functional Leads

- Makes business process change decisions under time sensitive conditions.
- Communicates existing business processes and procedures to Tyler consultants.
- Assists in identifying business process changes that may require escalation.
- Contributes business process expertise for Current & Future State Analysis.
- Identifies and includes additional subject matter experts to participate in Current & Future State Analysis.
- Validates that necessary skills have been retained by end users.
- Provides End Users with dedicated time to complete required homework tasks.
- Acts as an ambassador/champion of change for the new process and provide business process change support.
- Identifies and communicates any additional training needs or scheduling conflicts to the Client project manager.
- Actively participates in all aspects of the implementation, including, but not limited to, the following key activities:
    - Task completion
    - Stakeholder Meeting
    - Project Management Plan development
    - Schedule development
    - Maintenance and monitoring of risk register
    - Escalation of issues
    - Communication with Tyler project team
    - Coordination of Client resources
    - Attendance at scheduled sessions
    - Change management activities
    - Modification specification, demonstrations, testing and approval assistance
    - Data analysis assistance
    - Decentralized end user training
    - Process testing
    - Solution Validation

5.2.5 Client Power Users

- Participate in project activities as required by the project team and project manager(s).
- Provide subject matter expertise on the Client business processes and requirements.
- Act as subject matter experts and attend Current & Future State Analysis sessions as needed.
- Attend all scheduled training sessions.
- Participate in all required post-training processes as needed throughout project.
- Test all application configuration to ensure it satisfies business process requirements.

- Become application experts.
- Participate in Solution Validation.
- Adopt and support changed procedures.
- Complete all deliverables by the due dates defined in the project schedule.
- Demonstrate competency with Tyler products processing prior to Go-live.
- Provide knowledge transfer to the Client staff during and after implementation.
- Participate in conversion review and validation.

5.2.6 Client End Users

- Attend all scheduled training sessions.
- Become proficient in application functions related to job duties.
- Adopt and utilize changed procedures.
- Complete all deliverables by the due dates defined in the project schedule.
- Utilize software to perform job functions at and beyond Go-live.

5.2.7 Client Technical Lead

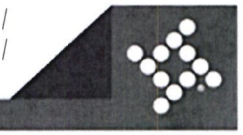
- Coordinates updates and releases with Tyler as needed.
- Coordinates the copying of source databases to training/testing databases as needed for training days.
- Coordinates and adds new users, printers and other peripherals as needed.
- Validates that all users understand log-on process and have necessary permission for all training sessions.
- Coordinates interface development for Client third party interfaces.
- Develops or assists in creating reports as needed.
- Ensures on-site system meets specifications provided by Tyler.
- Assists with software installation as needed.
- Extracts and transmits conversion data and control reports from the Client's legacy system per the conversion schedule set forth in the project schedule.

5.2.7.1 Client Upgrade Coordination

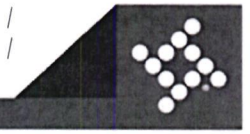
- Becomes familiar with the software upgrade process and required steps.
- Becomes familiar with Tyler's releases and updates.
- Utilizes Tyler resources to stay abreast of the latest Tyler releases and updates, as well as the latest helpful tools to manage the Client's software upgrade process.
- Assists with the software upgrade process during implementation.
- Manages software upgrade activities post-implementation.
- Manages software upgrade plan activities.
- Coordinates software upgrade plan activities with Client and Tyler resources.
- Communicates changes affecting users and department stakeholders.
- Obtains department stakeholder acceptance to upgrade production environment.

5.2.8 Client Change Management Lead

- Validates that users receive timely and thorough communication regarding process changes.
- Provides coaching to supervisors to prepare them to support users through the project changes.



- Identifies the impact areas resulting from project activities and develops a plan to address them proactively.
- Identifies areas of resistance and develops a plan to reinforce the change.
- Monitors post-production performance and new process adherence.



Part 3: Project Plan

6. Project Stages

Work Breakdown Structure

The Work Breakdown Structure (WBS) is a hierarchical representation of a Project or Phase broken down into smaller, more manageable components. The top-level components are called "Stages" and the second level components are called "Work Packages". The work packages, shown below each stage, contain the high-level work to be done. The detailed Project Schedule, developed during Project/Phase Planning and finalized during subsequent stages, lists the tasks to be completed within each work package. Each stage ends with a "Control Point", confirming the work performed during that stage of the Project has been accepted by the Client.

Work Breakdown Structure (WBS)

1. Initiate & Plan	2. Assess & Define	3. Prepare Solution	4. Production Readiness	5. Production	6. Close
1.1 Initial Coordination	2.1 Current & Future State Analysis	3.1 Initial System Deployment	4.1 Solution Validation	5.1 Go Live	6.1 Phase Close Out
1.2 Project/Phase Planning	2.2 Modification Analysis	3.2 Configuration	4.2 Go Live Readiness	5.2 Transition to Client Services	6.2 Project Close Out
1.3 GIS Planning*	2.3 Conversion Assessment	3.3 Solution Orientation	4.3 End User Training	5.3 Post Go Live Activities	
1.4 Infrastructure Planning	2.4 Data Assessment	3.4 Process Refinement			
1.5 Stakeholder Meeting		3.5 Conversion Delivery			
		3.6 Data Delivery			
		3.7 Modifications*			

Items noted with an asterisk in the graphic above relate to specific products and services. If those products and services are not included in the scope of the contract, these specific work packages will be noted as "This work package is not applicable" in Section 6 of the Statement of Work.

6.1 Initiate and Plan

The Initiate and Plan stage involves Project initiation, infrastructure, and planning. This stage creates a foundation for the Project by identifying and establishing sequence and timing for each Phase as well as verifying scope for the Project. This stage will be conducted at the onset of the Project, with a few unique items being repeated for the additional Phases as needed.

6.1.1 Initial Coordination

Prior to Project commencement, Tyler management assigns project manager(s). Additional Project resources will be assigned later in the Project as a Project schedule is developed. Tyler provides the Client with initial Project documents used to gather names of key personnel, their functional role as it pertains to the Project, as well as any blackout dates to consider for future planning. the Client gathers the information requested by the provided deadline ensuring preliminary planning and scheduling can be conducted moving the Project forward in a timely fashion. Internally, the Tyler Project Manager(s) coordinate with sales to ensure transfer of vital information from the sales process prior to scheduling a Project Planning Meeting with the Client's team. During this step, Tyler will work with the Client to establish the date(s) for the Project and Phase Planning session.

Objectives:

- Formally launch the project.
- Establish project governance.
- Define and communicate governance for Tyler.
- Identify Client project team.

STAGE 1	**Initial Coordination**																	
	Tyler								Client									
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Tyler project team is assigned	A	R	C	I	I	I	I		I		I						
Client project team is assigned									A	I	R	I	I	I			
Provide initial project documents to the Client		A	R	C			C		I		I						
Gather preliminary information requested			I						A		R	C		C		C	C
Sales to implementation knowledge transfer		A	R	I	I	I	I				I						

Create Project Portal to store project artifacts and facilitate communication		A	R								I						

Inputs	Contract documents
	Statement of Work

Outputs/Deliverables	Working initial project documents
	Project portal

Work package assumptions:

- Project activities begin after the agreement has been fully executed.

6.1.2 Project/Phase Planning

Project and Phase planning provides an opportunity to review the contract, software, data conversions and services purchased, identify applications to implement in each Phase (if applicable), and discuss implementation timeframes.

During this work package Tyler will work with the Client to coordinate and plan a formal Project planning meeting(s). This meeting signifies the start of the Project and should be attended by all Client Project team members and the Tyler Project Manager. The meeting provides an opportunity for Tyler to introduce its implementation methodology, terminology, and Project management best practices to the Client's Project Team. This will also present an opportunity for project managers and Project sponsors to begin to discuss Project communication, metrics, status reporting and tools to be used to measure Project progress and manage change.

Tyler will work with the Client Project Team to prepare and deliver the Project Management Plan as an output of the planning meeting. This plan will continue to evolve and grow as the Project progresses and will describe how the project will be executed, monitored, and controlled.

During project planning, Tyler will introduce the tools that will be used throughout the implementation. Tyler will familiarize the Client with these tools during project planning and make them available for review and maintenance as applicable throughout the project. Some examples are Solution validation plan, issue log, and go-live checklist.

STAGE 1	**Project/Phase Planning**	
	Tyler	Client

RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Schedule and conduct planning session(s)		A	R						I		C	C	I				
Develop Project Management Plan		A	R						I		C	C	I				
Develop initial project schedule		A	R	I	I	I	I		I	I	C	C	I	I	C		I

Inputs	Contract documents
	Statement of Work
	Guide to Starting Your Project

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Project Management Plan	Delivery of document
	Project Operational Plan	Delivery of document
	Initial Project Schedule	Client provides acceptance of schedule based on resource availability, project budget, and goals.

Work package assumptions:

- Client has reviewed and completed the Guide to Starting Your Project document.

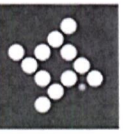
6.1.3 Infrastructure Planning

Procuring required hardware and setting it up properly is a critical part of a successful implementation. Tyler will be responsible for building the environments for a hosted/SaaS deployment, unless otherwise identified in the Agreement. The Client is responsible for the installation, setup, and maintenance of all peripheral devices.

Objectives:

- Ensure the Client's infrastructure meets Tyler's application requirements.
- Ensure the Client's infrastructure is scheduled to be in place and available for use on time.

STAGE 1	Infrastructure Planning	
	Tyler	Client



RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts	Department Heads	End Users	Technical Leads
Initial Infrastructure Communication		A	R		C		C				C						C
Schedule Environment Availability		A	R				C				I						

Inputs	Initial Infrastructure Requirements

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Completed Infrastructure Requirements	Delivery of Requirements

6.1.4 Stakeholder Meeting

Communication of the Project planning outcomes to the Client Project team, executives and other key stakeholders is vital to Project success. The Stakeholder meeting is a strategic activity to inform, engage, gain commitment, and instill confidence in the Client team. During the meeting, the goals and objectives of the Project will be reviewed along with detail on Project scope, implementation methodology, roles and responsibilities, Project timeline and schedule, and keys to Project success. Stakeholder meetings will be held on a monthly basis.

Objectives:

- Formally present and communicate the project activities and timeline.
- Communicate project expectations.

STAGE 1	**Stakeholder Meeting**																
	Tyler								Client								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads

Create Stakeholder Meeting Presentation	I	A	R	I	I				I	I	C		I			
Review Stakeholder Meeting Presentation		I	C						A		R		C			
Perform Stakeholder Meeting Presentation	I	A	R	I	I				I	I	C	I	I	I	I	I	I

Inputs	Agreement
	SOW
	Project Management Plan

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Stakeholder Meeting Presentation	

Work package assumptions:

- None

6.1.5 Control Point 1: Initiate & Plan Stage Acceptance

Acceptance criteria for this stage includes completion of all criteria listed below.

Note: Advancement to the Assess & Define stage is not dependent upon Tyler's receipt of this stage acceptance.

Initiate & Plan Stage Deliverables:

- Project Management Plan
- Initial Project Schedule

Initiate & Plan stage acceptance criteria:

- All stage deliverables accepted based on acceptance criteria previously defined
- Project governance defined
- Project portal made available to the Client
- Stakeholder meeting complete

6.2 Assess & Define

The Assess & Define stage will provide an opportunity to gather information related to current Client business processes. This information will be used to identify and define business processes utilized with Tyler software. The Client collaborates with Tyler providing complete and accurate information to Tyler staff and assisting in analysis, understanding current workflows and business processes.

6.2.1 Current & Future State Analysis

The Current & Future State Analysis provides the Project stakeholders and Tyler an understanding of process changes that will be achieved with the new system.

The Client and Tyler will evaluate current state processes, options within the new software, pros and cons of each based on current or desired state and make decisions about the future state configuration and processing. This may occur before or within the same timeframe as the configuration work package. The options within the new software will be limited to the scope of this implementation and will make use of standard Tyler functionality.

The Client will adopt the existing Tyler solution wherever possible to avoid project schedule and quality risk from over customization of Tyler products. It is the Client's responsibility to verify that in-scope requirements are being met throughout the implementation if functional requirements are defined as part of the contract. The following guidelines will be followed when evaluating if a modification to the product is required:

- A reasonable business process change is available.
- Functionality exists which satisfies the requirement.
- Configuration of the application satisfies the requirement.
- An in-scope modification satisfies the requirement.

Requirements that are not met will follow the agreed upon change control process and can have impacts on the project schedule, scope, budget, and resource availability.

Note: Configuration activities are conducted by Tyler team remotely, as described in section 10.1.3 which provides more details on CFSA and configuration activities.

STAGE 2	**Current & Future State Analysis**																
	Tyler								Client								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Current State process review			A	R	I	I	I				C	C	C	C			C
Discuss future-state options			A	R	C	C	C				C	C	C	C			C
Make future-state decisions (non-COTS)			C	C	C	C	C				A	R	I	C			C
Document anticipated configuration options required to support future state			A	R	C	C	C				I	I	I	I			I

Inputs	Client current state documentation

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Documentation that describes future-state decisions and configuration options to support future-state decisions.	Delivery of document

Work package assumptions:

- Client attendees possess sufficient knowledge and authority to make future state decisions.
- The Client is responsible for any documentation of current state business processes.
- The Client can effectively communicate current state processes.

6.2.2 Conversion Assessment

Data Conversions are a major effort in any software implementation. Tyler's conversion tools facilitate the predictable, repeatable conversion process that is necessary to support a successful transition to the Tyler system. The first step in this process is to perform an assessment of the existing ("legacy") system(s), to better understand the source data, risks, and options available. Once the data has been analyzed, the plan for data conversion is completed and communicated to the appropriate stakeholders.

Objectives:

- Communicate a common understanding of the project goals with respect to data.
- Ensure complete and accurate source data is available for review/transfer.
- Map the data from the source to the Tyler system.
- Document the data conversion/loading approach.

STAGE 2	Data Conversion Assessment																	
	Tyler								Client									
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Extract Data from Source Systems			I		C						A						R

Review and Scrub Source Data			I	I	I						A	R		C			I
Build/Update Data Conversion Plan			R	C	C						C	I	I	I			I

Inputs	Client Source data
	Client Source data Documentation (if available)

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Data Conversion Plan built/updated	Client Acceptance of Data Conversion Plan, if Applicable

Work package assumptions:

- Tyler will be provided with data from the Legacy system(s) in a mutually agreed upon format.
- Tyler will work with the Client representatives to identify business rules before writing the conversion.
- Client subject matter experts and resources most familiar with the current data will be involved in the data conversion planning effort.

6.2.3 Modification Analysis

Tyler strives to provide robust, off-the-shelf solutions. Tyler can offer a comprehensive solution that allows for the unique nature of each client's business processes. Though opportunities to enhance Tyler products may exist, Tyler recommends Clients utilize existing functionality and, when necessary, adjust their business practices to the products; application refinements and enhancements should only be considered when no viable solution for a given process is available within the included Tyler products. We do recognize that some Projects may require modifications to the solution(s) to meet certain Client business needs, including interfaces with 3rd party products, custom reports, or other custom product modifications. Some Projects have specific modifications included in the Project budget, others do not. If it's determined that additional, out of scope modifications are necessary to meet Client needs, a Change Request is needed and additional cost estimate(s) will be provided by Tyler.

Note: Section 10.1.4 provides more details on Tyler approach for assessing, scoping, and delivering system modifications.

Objectives:

- Identify and define in-scope modifications.
- Identify and define out-of-scope modifications.
- Approve all modifications.

STAGE 2	Modifications analysis	
	Tyler	Client

RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts	Department Heads	End Users	Technical Leads
Identify which modifications are within the scope/budget of this project [where applicable]		A	R			I			I		C						
Analyze/write a Business Requirements documents for each modification		A	R	C	C	C					C	C		C			
Review/Approve Business Requirements documents			C	C		C			A		R	C		C			
Refine project schedule based on included modifications		A	R		I	C					C						

Inputs	Modification Requirements
	Current & Future State Analysis Document
	Project Budget/Financial documents
	Project Schedule

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Modification Specifications	Meets Client's business needs
	Change Requests for out-of-scope modifications	Meets Client's business needs
	Revised Project Schedule	

Work package assumptions:

- 3rd party interfaces – The Client is responsible for coordinating with the 3rd party.

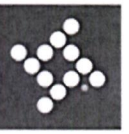
6.2.4 Control Point 2: Assess & Define Stage Acceptance

Acceptance criteria for this Stage includes completion of all criteria listed below.

Note: Advancement to the Prepare Solution Stage is dependent upon Tyler's receipt of the Stage Acceptance.

Assess & Define Stage Deliverables:

- Documentation of future state decisions and configuration options to support future state decisions.



- Modification specification document.
- Assess & Define Stage Acceptance Criteria:
- All stage deliverables accepted based on criteria previously defined.
- Conversion data extracts are received by Tyler.
- Data conversion plan built.

6.3 Prepare Solution

During the Prepare Solution stage, information gathered during the Initiate & Plan and Assess & Define stages will be used to install and configure the Tyler software solution. Software configuration will be validated by the Client against future state decisions defined in previous stages and processes refined as needed to ensure business requirements are met.

6.3.1 Initial System Deployment

The timely availability of the Tyler Solution is important to a successful Project implementation. The success and timeliness of subsequent work packages are contingent upon the initial system deployment of Tyler Licensed Software on an approved network and infrastructure. Delays in executing this work package can affect the project schedule.

Objectives:

- All licensed software is installed and operational.
- The Client can access the software.

STAGE 3	Initial System Deployment (Hosted/SaaS)*																
	Tyler								Client								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads

Prepare hosted environment			A				R				I					C
Install Licensed Software for Included Environments			A				R				I					C
Install Licensed Software on Client Devices (if applicable)			I				C				A					R
Tyler System Administration Training (if applicable)			A				R				I					C

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Licensed Software is Installed on the Server(s)	Software is accessible
	Licensed Software is Installed on Client Devices (if applicable)	Software is accessible
	Installation Checklist/System Document	

Work package assumptions:

- The most current available version of the Tyler Licensed Software will be installed.
- The Client will provide network access for Tyler modules, printers, and Internet access to all applicable Client and Tyler Project staff.
- The Client has technical infrastructure in place that meets Tyler requirements to ensure sufficient speed and operability of Tyler Licensed Software. Tyler will not support the user of Licensed Software if the Client does not meet the minimum standards of Tylers's published specifications.

6.3.2 Configuration

The purpose of Configuration is to prepare the software product for validation.

Tyler staff collaborates with the Client to complete software configuration based on the outputs of the future state analysis performed during the Assess and Define Stage. The Client collaborates with Tyler staff iteratively to validate software configuration. A detailed, step-by-step outline of the full configuration approach is provided in Appendix 10.1.3

Objectives:

- Software is ready for validation.
- Educate the Client Power User how to configure and maintain software.
- Prepare standard interfaces for process validation (if applicable).

Note: Section 10.1.3 provides more details on Tyler's approach to configuration activities.

STAGE 3	Configuration

	Tyler								Client								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Conduct configuration training			A	R							I	C		C			
Complete Tyler configuration tasks (where applicable)			A	R							I	I		I			
Complete Client configuration tasks (where applicable)			I	C							A	R		C			
Standard interfaces configuration and training (if applicable)			A	R			C				I	C		C			C
Updates to Solution Validation testing plan			C	C							A	R		C			C

Inputs	Documentation that describes future state decisions and configuration options to support future state decisions.

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Configured System	

Work package assumptions:

- Tyler provides guidance for configuration options available within the Tyler software. The Client is responsible for making decisions when multiple options are available.

6.3.3 Process Refinement

Tyler will educate the Client users on how to execute processes in the system to prepare them for the validation of the software. The Client collaborates with Tyler staff iteratively to validate software configuration options to support future state.

Objectives:

- Ensure that the Client understands future state processes and how to execute the processes in the software.
- Refine each process to meet the business requirements.
- Validate standard interfaces, where applicable.
- Validate forms and reports, where applicable.

STAGE 3	Process Refinement																
	Tyler								Client								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Conduct process training			A	R							I	C	I	C			
Confirm process decisions			I	C						A	R	C	I	C			
Test configuration			I	C							A	R		C			
Refine configuration (Client Responsible)			I	C							A	R		C			
Refine configuration (Tyler Responsible)			A	R							I	I		I			
Validate interface process and results			I	C			C				A	R		C			C
Update Client-specific process documentation (if applicable)			I	C							A	R		C			
Updates to Solution Validation testing plan			C	C							A	R		C			C

Inputs	Initial Configuration
	Documentation that describes future state decisions and configuration options to support future state decisions.
	Solution validation test plan

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Updated solution validation test plan	
	Completed Client-specific process documentation (completed by Client)	

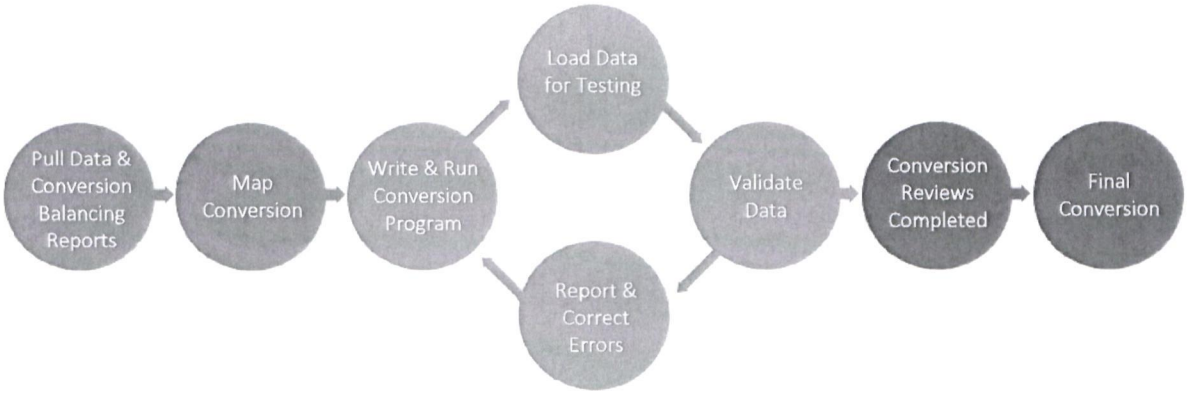
Work package assumptions:

- None

6.3.4 Conversion Delivery

The purpose of this task is to transition the Client's data from their source ("legacy") system(s) to the Tyler system(s). The data will need to be mapped from the legacy system into the new Tyler system format. A well-executed data conversion is key to a successful cutover to the new system(s).

With guidance from Tyler, the Client will review specific data elements within the system and identify / report discrepancies. Iteratively, Tyler will collaborate with the Client to address conversion discrepancies. This process will allow for clean, reconciled data to transfer from the source system(s) to the Tyler system(s). Reference Conversion Appendix for additional detail.



Objectives:

- Data is ready for production (Conversion).

STAGE 3	Data Delivery & Conversion																
	Tyler								Client								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads

Provide data crosswalks/code mapping tool			A	C	R						I	I		I			
Populate data crosswalks/code mapping tool			I	C	C						A	R		C			
Iterations: Conversion Development			A	C	R						I						I
Iterations: Deliver converted data			A		R		I				I						I
Iterations: Proof/Review data and reconcile to source system			C	C	C						A	R		C			C

Inputs	
	Data Conversion Plan
	Configuration

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Code Mapping Complete / Validated	
	Conversion Iterations / Reviews Complete	Conversion complete, verified, and ready for final pass

Work package assumptions:

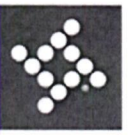
- The Client will provide a single file layout per source system as identified in the investment summary.
- The Client subject matter experts and resources most familiar with the current data will be involved in the data conversion effort.
- The Client project team will be responsible for completing the code mapping activity, with assistance from Tyler.

6.3.5 Modifications Delivery

Tyler consistently recommends that our clients utilize the software out-of-the-box and adjust business processes to conform, but we recognize there may be times when a modification of the software is requested to meet reporting obligations, functionality desires, or integrations with external systems. This work package focuses on the successful, high-quality delivery of the approved, in-scope modifications.

Objectives:

- Deliver contracted software modifications.
- Complete or update required configuration for the modifications.
- Test the delivered modifications.



STAGE 3	Modifications Delivery																	
	Tyler								Client									
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Validate scheduled development for completion			A			R					I						
Conduct periodic scope review sessions (as applicable)			A	C		R					I	C		C			
Modify Solution Validation Plan (if applicable)			C	C							A	R		C			
Deliver (pre-production) modifications for testing			A	I	I	R	C				I	I		I			I
Test delivered modifications			I	C		C					A	R		C			I
Update configuration (if applicable)			A	R													
Update process documentation as needed			I	I							A	R		C			
Approve modifications for Production delivery			I	I							A	R		C			
Deliver modifications to Production			A	I	I	R	C				I	I		I			I

Inputs	
	Modification specification

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Completed modifications	Client approves modification per scope
	Updated Modification Specification (if applicable)	
	Updated Solution Validation Plan	
	Updated process documentation (if applicable)	

	Revised configuration (if applicable)	Modification passes testing/approved by Client after configuration is updated

Work package assumptions:

- Only approved modifications with approved scope will be provided.
- Only modifications approved for the current phase (if multi-phase) will be delivered.
- Additional scope requests may require additional budget.
- Modifications will be tested upon delivery.

6.3.6 This work package is not applicable.

6.3.7 Control Point 3: Prepare Solution Stage Acceptance

Acceptance criteria for this Stage includes all criteria listed below in each Work Package.

Note: Advancement to the Production Readiness Stage is dependent upon Tyler's receipt of the Stage Acceptance.

Prepare Solution Stage Deliverables:

- Licensed software is installed.
- Installation checklist/system document.
- Conversion iterations and reviews complete.
- Completed modifications.
- Revised configuration for modification (if applicable).

Prepare Solution Stage Acceptance Criteria:

- All stage deliverables accepted based on criteria previously defined.
- Software is configured.
- Solution validation test plan has been reviewed and updated if needed.

6.4 Production Readiness

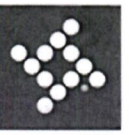
Activities in the Production Readiness stage will prepare the Client team for go-live through solution validation, the development of a detailed go-live plan and end user training. A readiness assessment will be conducted with the Client to review the status of the project and the organizations readiness for go-live.

6.4.1 Solution Validation

Solution Validation is the end-to-end software testing activity to ensure that the Client verifies all aspects of the Project (hardware, configuration, business processes, etc.) are functioning properly, and validates that all features and functions per the contract have been deployed for system use.

Objectives:

- Validate that the solution performs as indicated in the solution validation plan.
- Ensure the Client organization is ready to move forward with go-live and training (if applicable).



STAGE 4	Solution Validation																
	Tyler								Client								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Update Solution Validation plan			A	R	C						C	C		C			
Update test scripts (as applicable)			C	C	C						A	R		C			
Perform testing			C	C	C						A	R		C			
Document issues from testing			C	C	C						A	R		C			
Perform required follow-up on issues			A	R	C						C	C		C			

Inputs	Solution Validation plan
	Completed work product from prior stages (configuration, business process, etc.)

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Solution Validation Report	Client updates report with testing results

Work package assumptions:

- Designated testing environment has been established.
- Testing includes current phase activities or deliverables only.

6.4.2 Go-Live Readiness

Tyler and the Client will ensure that all requirements defined in Project planning have been completed and the Go-Live event can occur, as planned. A go-live readiness assessment will be completed identifying risks or actions items to be addressed to ensure the Client has considered its ability to successfully Go-Live. Issues and concerns will be discussed, and mitigation options documented. Tyler and the Client will jointly agree to move forward with transition to production. Expectations for final preparation and critical dates for the weeks leading into and during the Go-Live week will be planned in detail and communicated to Project teams.

Objectives:

- Action plan for go-live established.
- Assess go-live readiness.
- Stakeholders informed of go-live activities.

STAGE 4	Go-Live Readiness																
	Tyler								Client								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Perform Readiness Assessment	I	A	R	C	C	I	C	I	I	I	I		I				I
Conduct Go-Live planning session		A	R	C							C	C	C	C	C		C
Order peripheral hardware (if applicable)			I							A	R						C
Confirm procedures for Go-Live issue reporting & resolution		A	R	I	I	I	I				C	C	I	I	I	I	I
Develop Go-Live checklist		A	R	C	C						C	C	I	C			C
Final system infrastructure review (where applicable)			A				R				C						C

Inputs	Future state decisions
	Go-live checklist

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Updated go-live checklist	Updated Action plan and Checklist for go-live delivered to the Client

Work package assumptions:

- None

6.4.3 End User Training

End User Training is a critical part of any successful software implementation. Using a training plan previously reviewed and approved by the Customer, the Project team will organize and initiate the training activities.

For this project, Tyler will follow a "Train the Trainer" approach: Tyler will provide multiple occurrences of each scheduled training sessions or class , which will be agreed upon with the customer and documented in the Training Matrix. Riverside users who attended the Tyler sessions may train additional users. Additional Tyler led sessions may be contracted separately from this SOW at the applicable rates for training.

Tyler will provide standard application documentation for the general use of the software. It is not Tyler's responsibility to develop Client specific business process documentation. If the Client creates specific business

process documentation, Tyler will incorporate these processes into the training curriculum, enhancing the training experiences of the end users. Tyler could assist in the creation or delivery of additional client-led training classes; such services are out of scope of this SOW and will need to be contracted separately.

Tyler will deliver instructor-led classroom training as specified in the Investment Summary. In addition to this, Tyler will continue to provide ongoing support to client trainers during end user training delivery. Tyler will also provide ongoing access to supplemental video-based training resources through the Tyler U Portal. These assets are based on application best practices, not client specific business processes, and are available at no cost to the client. These videos are intended to complement the formal training program by supporting continuous learning across all users and locations. Together, these components form a comprehensive and complete training solution. Additional Tyler led training or Riverside specific online content creation may be contracted separately at mutually agreeable cost.

Note: Section 10.1.5 provides more details on Tyler's approach to training, including examples of training schedules and planning documents (provided in Appendix 10.4).

Objectives:

- End users are trained on how to use the software prior to go-live.
- The Client is prepared for on-going training and support of the application.

STAGE 4	End User Training																
	Tyler								Client								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Update training plan		A	R	C							C		I		C		
End User training (Tyler-led)		A	R	C							C	C	I	C	C	C	
Train-the-trainer		A	R	C							C	C	I	C			
End User training (Client-led)			C	C							A	R	I	C	C	C	

Inputs	Training Plan

	List of End Users and their Roles / Job Duties
	Configured Tyler System

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	End User Training	Client signoff that training was delivered

Work package assumptions:

- The Client project team will work with Tyler to jointly develop a training curriculum that identifies the size, makeup, and subject-area of each of the training classes.
- Tyler will work with the Client as much as possible to provide end-user training in a manner that minimizes the impact to the daily operations of Client departments.
- The Client will be responsible for training new users after go-live (exception—previously planned or regular training offerings by Tyler).

6.4.4 Control Point 4: Production Readiness Stage Acceptance

Acceptance criteria for this stage includes all criteria listed below. Advancement to the Production stage is dependent upon Tyler's receipt of the stage acceptance.

Production Readiness stage deliverables:

- Solution Validation Report.
- Update go-live action plan and/or checklist.
- End user training.

Production Readiness stage acceptance criteria:

- All stage deliverables accepted based on criteria previously defined.
- Go-Live planning session conducted.

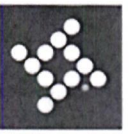
6.5 Production

Following end user training the production system will be fully enabled and made ready for daily operational use as of the scheduled date. Tyler and the Client will follow the comprehensive action plan laid out during Go-Live Readiness to support go-live activities and minimize risk to the Project during go-live. Following go-live, Tyler will work with the Client to verify that implementation work is concluded, post go-live activities are scheduled, and the transition to Client Services is complete for long-term operations and maintenance of the Tyler software.

6.5.1 Go-Live

Following the action plan for Go-Live, defined in the Production Readiness stage, the Client and Tyler will complete work assigned to prepare for Go-Live.

The Client provides final data extract and Reports from the Legacy System for data conversion and Tyler executes final conversion iteration, if applicable. If defined in the action plan, the Client manually enters any data added to the Legacy System after final data extract into the Tyler system.



Tyler staff collaborates with the Client during Go-Live activities. The Client transitions to Tyler software for day-to day business processing. Tyler will provide onsite support resources for the Go-Live event and details of the proposed staffing is specified in Section 10.5 of the Appendices. Additional support from Tyler staff can purchased on a mutually agreeable hourly rate.
Some training topics are better addressed following Go-Live when additional data is available in the system or based on timing of applicable business processes and will be scheduled following Go-Live per the Project Schedule.

Objectives:

- Execute day to day processing in Tyler software.
- Client data available in Production environment.

STAGE 5	Go-Live																
	Tyler								Client								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Provide final source data extract, if applicable			C		C						A						R
Final source data pushed into production environment, if applicable			A	C	R						I	C		C			C
Proof final converted data, if applicable			C	C	C						A	R		C			
Complete Go-Live activities as defined in the Go-Live action plan			C	C	C					A	R	C	I	C			
Provide Go-Live assistance			A	R	C	C		I			C	C	I	C		I	C

Inputs	Comprehensive Action Plan for Go-Live
	Final source data (if applicable)

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Data is available in production environment	Client confirms data is available in production environment

Note: Section 10.1.6 provides more details on Tyler's approach to Go-Live support.

Work package assumptions:

- The Client will complete activities documented in the action plan for Go-Live as scheduled.
- External stakeholders will be available to assist in supporting the interfaces associated with the Go-Live live process.
- The Client business processes required for Go-Live are fully documented and tested.
- The Client Project team and subject matter experts are the primary point of contact for the end users when reporting issues during Go-Live.
- The Client Project Team and Power User's provide business process context to the end users during Go-Live.
- Reliability and Acceptance Test Period is intended to verify that the Software contracted by RSO and delivered by Tyler meets reliability requirements in accordance with the Agreement between the parties. Any such process must provide that the Reliability and Acceptance Test acceptance will be issued when the Tyler Software operates in live production without Priority Priority 1 Defects for 30 consecutive days.
- If any Priority 1, as agreed on by RSO and Tyler, is discovered during the 30-day period, Tyler will resolve such Defects in accordance with the Support Call Process and the 30-day time period will reset.
- Reliability and Acceptance Test Period are performed in RSO's live production environment

6.5.2 Transition to Client Services

This work package signals the conclusion of implementation activities for the Phase or Project with the exception of agreed-upon post Go-Live activities. The Tyler project manager(s) schedules a formal transition of the Client onto the Tyler Client Services team, who provides the Client with assistance following Go-Live, officially transitioning the Client to operations and maintenance.

Objectives:

- Ensure no critical issues remain for the project teams to resolve.
- Confirm proper knowledge transfer to the Client teams for key processes and subject areas.

STAGE 5	Transition to Client Services																
	Tyler								Client								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads

Transfer Client to Client Services and review issue reporting and resolution processes	I	I	A	I	I			R	I	I	C	C		C			
Review long term maintenance and continuous improvement			A					R			C	C		C			

Inputs	Open item/issues List

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Client Services Support Document	

Work package assumptions:

- No material project issues remain without assignment and plan.

6.5.3 Post Go-Live Activities

Some implementation activities are provided post-production due to the timing of business processes, the requirement of actual production data to complete the activities, or the requirement of the system being used in a live production state.

Objectives:

- Schedule activities that are planned for after Go-Live.
- Ensure issues have been resolved or are planned for resolution before phase or project close.

STAGE 5	Post Go-Live Activities																
	Tyler								Client								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Schedule contracted activities that are		A	R	C	C	C	C	I			C	C	I	C			C

planned for delivery after go-live																	
Determine resolution plan in preparation for phase or project close out		A	R	C	C	C		I			C	C	I	C			

Inputs	List of post Go-Live activities

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Updated issues log	

Services associated with 12-month onsite support as requested by the customer will be contracted via a separate SOW.

Work package assumptions:

- System is being used in a live production state.

6.5.4 Control Point 5: Production Stage Acceptance

Acceptance criteria for this Stage includes completion of all criteria listed below:

- Advancement to the Close stage is not dependent upon Tyler's receipt of this Stage Acceptance.
- Converted data is available in production environment.

Production Stage Acceptance Criteria:

- All stage deliverables accepted based on criteria previously defined.
- Go-Live activities defined in the Go-Live action plan completed.
- Client services support document is provided.

6.6 Close

The Close stage signifies full implementation of all products purchased and encompassed in the Phase or Project. The Client transitions to the next cycle of their relationship with Tyler (next Phase of implementation or long-term relationship with Tyler Client Services).

6.6.1 Phase Closeout

This work package represents Phase completion and signals the conclusion of implementation activities for the Phase. The Tyler Client Services team will assume ongoing support of the Client for systems implemented in the Phase.

Objectives:

- Agreement from Tyler and the Client teams that activities within this phase are complete.

STAGE 6	Phase Close Out																
	Tyler								Client								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Reconcile project budget and status of contract Deliverables	I	A	R						I	I	C						
Hold post phase review meeting		A	R	C	C	C	C				C	C	C	C			C
Release phase-dependent Tyler project resources	A	R	I								I						

Participants	Tyler	Client
	Project Leadership	Project Manager
	Project Manager	Project Sponsor(s)
	Implementation Consultants	Functional Leads, Power Users, Technical Leads
	Technical Consultants (Conversion, Deployment, Development)	
	Client Services	

Inputs	Contract
	Statement of Work
	Project artifacts

Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Final action plan (for outstanding items)	
	Reconciliation Report	
	Post Phase Review	

Work package assumptions:

- Tyler deliverables for the phase have been completed.

6.6.2 Project Closeout

Completion of this work package signifies final acceptance and formal closing of the Project.

At this time the Client may choose to begin working with Client Services to look at continuous improvement Projects, building on the completed solution.

Objectives:

- Confirm no critical issues remain for the project teams to resolve.
- Determine proper knowledge transfer to the Client teams for key processes and subject areas has occurred.
- Verify all deliverables included in the Agreement are delivered.

STAGE 6	Project Close Out																
	Tyler								Client								
RACI MATRIX KEY: R = Responsible A = Accountable C = Consulted I = Informed	Executive Manager	Implementation Manager	Project Manager	Implementation Consultant	Data Experts	Modification Services	Technical Services	Client Services	Executive Sponsor	Steering Committee	Project Manager	Functional Leads	Change Management Leads	Subject Matter Experts (Power	Department Heads	End Users	Technical Leads
Conduct post project review		A	R	C	C	C	C				C	C	C	C			C
Deliver post project report to Client and Tyler leadership	I	A	R						I	I	C						
Release Tyler project resources	A	R	I								I						

Inputs	Contract
	Statement of Work

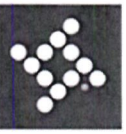
Outputs / Deliverables		Acceptance Criteria [only] for Deliverables
	Post Project Report	Client acceptance; Completed report indicating all project Deliverables and milestones have been completed

Work package assumptions:

- All project implementation activities have been completed and approved.
- No critical project issues remain that have not been documented and assigned.
- Final project budget has been reconciled and invoiced.
- All Tyler deliverables have been completed.

6.6.3 Control Point 6: Close Stage Acceptance

Acceptance criteria for this Stage includes completion of all criteria listed below.



Close Stage Deliverables:

- Post Project Report.

Close Stage Acceptance Criteria:

- Completed report indicating all Project deliverables and milestones have been completed.

7. General Assumptions

Tyler and the Client will use this SOW as a guide for managing the implementation of the Tyler Project as provided and described in the Agreement. There are a few assumptions which, when acknowledged and adhered to, will support a successful implementation. Assumptions related to specific work packages are documented throughout the SOW. Included here are general assumptions which should be considered throughout the overall implementation process.

7.1 Project

- Project activities will begin after the Agreement has been fully executed.
- The Client Project Team will complete their necessary assignments in a mutually agreed upon timeframe to meet the scheduled go-live date, as outlined in the Project Schedule. Client acknowledges that significant delays in completing project activities assigned to Client's team members or in providing necessary information/data in a timely manner, could result in project schedule and additional costs.
- Sessions will be scheduled and conducted at a mutually agreeable time.
- Additional services, software modules and modifications not described in the SOW or Agreement will be considered a change to this Project and will require a Change Request Form as previously referenced in the definition of the Change Control Process.
- Tyler will provide a written agenda and notice of any prerequisites to the Client project manager(s) five (5) business days or as otherwise mutually agreed upon time frame prior to any scheduled on-site or remote sessions, as applicable.
- Tyler will provide guidance for configuration and processing options available within the Tyler software. If multiple options are presented by Tyler, the Client is responsible for making decisions based on the options available.
- Implementation of new software may require changes to existing processes, both business and technical, requiring the Client to make process changes.
- The Client is responsible for defining, documenting, and implementing their policies that result from any business process changes.

7.2 Organizational Change Management

Unless otherwise contracted by Tyler, Client is responsible for managing Organizational Change. Impacted Client resources will need consistent coaching and reassurance from their leadership team to embrace and accept the changes being imposed by the move to new software. An important part of change is ensuring that impacted Client resources understand the value of the change, and why they are being asked to change.

7.3 Resources and Scheduling

- Client resources will participate in scheduled activities as assigned in the Project Schedule.
- The Client team will complete prerequisites prior to applicable scheduled activities. Failure to do so may affect the schedule.
- Tyler and the Client will provide resources to support the efforts to complete the Project as scheduled and within the constraints of the Project budget. Client acknowledges that significant delays in making resources available to complete project activities assigned to Client's team members could result in project schedule delays and additional costs.
- Abbreviated timelines and overlapping Phases require sufficient resources to complete all required work as scheduled.
- Changes to the Project Schedule, availability of resources or changes in Scope will be requested through a Change Request. Impacts to the triple constraints (scope, budget, and schedule) will be assessed and documented as part of the change control process.
- The Client will ensure assigned resources will follow the change control process and possess the required business knowledge to complete their assigned tasks successfully. Should there be a change in resources, the replacement resource should have a comparable level of availability, change control process buy-in, and knowledge.
- The Client makes timely Project related decisions to achieve scheduled due dates on tasks and prepare for subsequent training sessions. Failure to do so may affect the schedule, as each analysis and implementation session is dependent on the decisions made in prior sessions.
- The Client will respond to information requests in a comprehensive and timely manner, in accordance with the Project Schedule.
- The Client will provide adequate meeting space or facilities, including appropriate system connectivity, to the project teams including Tyler team members.
- For on-site visits, Tyler will identify a travel schedule that balances the needs of the project and the employee.

7.4 Data

- Data will be converted as provided and Tyler will not create data that does not exist.
- The Client is responsible for the quality of legacy data and for cleaning or scrubbing erroneous legacy data.
- Tyler will work closely with the Client representatives to identify business rules before writing the conversion. The Client must confirm that all known data mapping from source to target have been identified and documented before Tyler writes the conversion.
- All in-scope source data is in data extract(s).
- Each legacy system data file submitted for conversion includes all associated records in a single approved file layout.
- The Client will provide the legacy system data extract in the same format for each iteration unless changes are mutually agreed upon in advance. If not, negative impacts to the schedule, budget and resource availability may occur and/or data in the new system may be incorrect.
- The Client Project Team is responsible for reviewing the converted data and reporting issues during each iteration, with assistance from Tyler.
- The Client is responsible for providing or entering test data (e.g., data for training, testing interfaces, etc.)

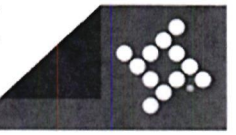


7.5 Facilities

- The Client will provide dedicated space for Tyler staff to work with Client resources for both on-site and remote sessions. If Phases overlap, Client will provide multiple training facilities to allow for independent sessions scheduling without conflict.
- The Client will provide staff with a location to practice what they have learned without distraction.

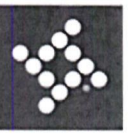
8. Glossary

Word or Term	Definition
Acceptance	Confirming that the output or deliverable is suitable and conforms to the agreed upon criteria.
Accountable	The one who ultimately ensures a task or deliverable is completed; the one who ensures the prerequisites of the task are met and who delegates the work to those responsible. [Also see RACI]
Application	A computer program designed to perform a group of coordinated functions, tasks, or activities for the benefit of the user.
Application Programming Interface (API)	A defined set of tools/methods to pass data to and received data from Tyler software products
Agreement	This executed legal contract that defines the products and services to be implemented or performed.
Business Process	The practices, policy, procedure, guidelines, or functionality that the client uses to complete a specific job function.
Business Requirements Document	A specification document used to describe Client requirements for contracted software modifications.
Change Request	A form used as part of the Change Control process whereby changes in the scope of work, timeline, resources, and/or budget are documented and agreed upon by participating parties.
Change Management	Guides how we prepare, equip and support individuals to successfully adopt change in order to drive organizational success & outcomes
Code Mapping [where applicable]	An activity that occurs during the data conversion process whereby users equate data (field level) values from the old system to the values available in the new system. These may be one to one or many to one. Example: Old System [Field = eye color] [values = BL, Blu, Blue] maps to New Tyler System [Field = Eye Color] [value = Blue].
Consulted	Those whose opinions are sought, typically subject matter experts, and with whom there is two-way communication. [Also see RACI]
Control Point	This activity occurs at the end of each stage and serves as a formal and intentional opportunity to review stage deliverables and required acceptance criteria for the stage have been met.
Data Mapping [where applicable]	The activity determining and documenting where data from the legacy system will be placed in the new system; this typically involves prior data analysis to understand how the data is currently used in the legacy system and how it will be used in the new system.



Deliverable	A verifiable document or service produced as part of the Project, as defined in the work packages.
Go-Live	The point in time when the Client is using the Tyler software to conduct daily operations in Production.
Informed	Those who are kept up-to-date on progress, often only on completion of the task or deliverable, and with whom there is just one-way communication. [Also see RACI]
Infrastructure	The composite hardware, network resources and services required for the existence, operation, and management of the Tyler software.
Interface	A connection to and potential exchange of data with an external system or application. Interfaces may be one way, with data leaving the Tyler system to another system or data entering Tyler from another system, or they may be bi-directional with data both leaving and entering Tyler and another system.
Integration	A standard exchange or sharing of common data within the Tyler system or between Tyler applications
Legacy System	The software from which a client is converting.
Modification	Custom enhancement of Tyler's existing software to provide features or functions to meet individual client requirements documented within the scope of the Agreement.
On-site	Indicates the work location is at one or more of the client's physical office or work environments.
Organizational Change	The process of changing an organization's strategies, processes, procedures, technologies, and culture, as well as the effect of such changes on the organization.
Output	A product, result or service generated by a process.
Peripheral devices	An auxiliary device that connects to and works with the computer in some way. Some examples: scanner, digital camera, printer.
Phase	A portion of the Project in which specific set of related applications are typically implemented. Phases each have an independent start, Go-Live and closure dates but use the same Implementation Plans as other Phases of the Project. Phases may overlap or be sequential and may have different Tyler resources assigned.
Project	The delivery of the software and services per the agreement and the Statement of Work. A Project may be broken down into multiple Phases.

RACI	A matrix describing the level of participation by various roles in completing tasks or Deliverables for a Project or process. Individuals or groups are assigned one and only one of the following roles for a given task: Responsible (R), Accountable (A), Consulted (C), or Informed (I).
Remote	Indicates the work location is at one or more of Tyler's physical offices or work environments.
Responsible	Those who ensure a task is completed, either by themselves or delegating to another resource. [Also see RACI]
Scope	Products and services that are included in the Agreement.
Solution	The implementation of the contracted software product(s) resulting in the connected system allowing users to meet Project goals and gain anticipated efficiencies.
Stage	The top-level components of the WBS. Each Stage is repeated for individual Phases of the Project.
Standard	Software functionality that is included in the base software (off-the-shelf) package; is not customized or modified.
Statement of Work (SOW)	Document which will provide supporting detail to the Agreement defining Project-specific activities, services, and Deliverables.
System	The collective group of software and hardware that is used by the organization to conduct business.
Test Scripts	The steps or sequence of steps that will be used to validate or confirm a piece of functionality, configuration, enhancement, or Use Case Scenario.
Training Plan	Document(s) that indicate how and when users of the system will be trained relevant to their role in the implementation or use of the system.
Validation (or to validate)	The process of testing and approving that a specific Deliverable, process, program, or product is working as expected.
Work Breakdown Structure (WBS)	A hierarchical representation of a Project or Phase broken down into smaller, more manageable components.
Work Package	A group of related tasks within a project.



Part 4: Appendices

9. Conversion

9.1 Conversion - Enterprise Jail Manager

9.1.1 Legacy System Information

Phase	Legacy System	Scope[1]	Target Product(s)	Test Pushes	Production Pushes	Additional Assumptions
1 of 1	JIMS	Premium	Enterprise Corrections Jail Manager	3	1	Maximum of one data source; maximum of one document repository per data source.

[1] See chart below for scope definitions.

9.1.2 Legacy Extract Requirements

Format

The following file formats can be loaded by Tyler. Other than agreed upon changes, the format and organization of the extract is expected to be the same for each conversion execution.

Format	Notes
SQL Server Backup	- Preferred format - Use native SQL Server backup, not 3rd party tool. - Should be version compatible with targeted SQL Server version used for Enterprise Jail Manager. - All proprietary code in stored procedures, views, functions, and triggers can be removed.
Delimited Text Files	- One file per source table, one row per source row - Use first row as header to specify column names. - Use a character as the column delimiter not found in text columns. Pipes are preferred. - Do not use comma as the column delimiter. - Do not use quotes to enclose column values.
Fixed-Width Text Files	- One file per source table, one row per source row - Include a separate document defining column names and widths. Can be same document for all files.

Tyler Conversion does not have an Oracle environment. If the legacy system uses Oracle, consider the free Microsoft tool *SQL Server Migration Assistant for Oracle* to move the data into SQL Server. If the legacy system uses UniData, or another multi-value capable database, please consult with Tyler Conversion on additional format needs.

Frequency

An initial extract is requested as early in the project as possible so analysis can begin. Subsequent extracts will be required 1-2 weeks before each test conversion push and once at go-live.

Content

For the initial extract, include all data except for document and images, or system tables containing logs. It is preferred that all possible data is reviewed while performing initial analysis to avoid missing critical information. Tyler will identify if there are large portions of the extract that can be optionally excluded by the Client later in the project.

Delivery

The initial extract will need to be downloaded to a Tyler server using Kiteworks, Tyler's fully-CJIS secure FTP transfer site. When using Kiteworks, a secure client-specific folder will be created. For on-site clients, subsequent extracts can be saved to an internal file server. SaaS clients will continue to use FTP.

Supplemental Documentation

The following is helpful when defining the conversion rules at the beginning of a project. Please include the following with the initial extract if available and approved by any 3rd party vendor.

- Data Dictionaries
- Entity Relationship Diagrams
- Legacy System Administration or User Documentation
- Legacy System Screenshots

9.1.3 Conversion Scope by Enterprise Jail Manager Product Center

The following charts indicate how data will be migrated for each scope option. A Premium conversion aims to migrate all data to specific Enterprise Jail Manager fields. A Core Plus conversion migrates operationally essential information to Enterprise Jail Manager fields and less critical information to the Conversion tab (explained later in this document). A Core conversion is minimally required fields for Enterprise Jail Manager to function with optional information not being migrated.

Legend: F = Enterprise Jail Manager Fields

Record	Tab	Section	Premium
Jailing	Accounts	All	F
Jailing	Activity Log	All	F
Jailing	Bonds	All	F
Jailing	Charges	All	F
Jailing	Contacts	All	F

Jailing	CJIS	All	F
Jailing	Detail	Additional	F
Jailing	Detail	Billing Agency	F
Jailing	Detail	Booking Details	F
Jailing	Detail	Category	F
Jailing	Detail	Cell Assignment	F
Jailing	Detail	Classification	F
Jailing	Detail	Custody Status	F
Jailing	Detail	Jailing Flags	F
Jailing	Detail	Phone Calls	F
Jailing	Detail	SSA Status	F
Jailing	Detail	Suicide Assessment	F
Jailing	Documents	All	F
Jailing	Hearings	All	F
Jailing	Incidents	All	F
Jailing	Intermittent	All	F
Jailing	Issues	All	F
Jailing	Jail Time	All	F
Jailing	Medical	All	F
Jailing	Notes	All	F
Jailing	Parties	All	F
Jailing	Programs	All	F
Jailing	Property	All	F
Jailing	Separations	All	F
Jailing	Summary	All	F
Jailing	Tracking	All	F
Party	Additional	All	F
Party	Associates	All	F
Party	Employment	All	F
Party	General	All	F
Party	Notes	All	F
Party	Relationships	All	F
Party	Separations	All	F
Party	Vehicles	All	F
Party	Documents	All	F

9.1.4 Conversion Tab

The Conversion Tab is a location on parties and jailings to store legacy system information. This tab is read-only and only populated during the conversion process. Data on this tab is not included in reports or integrations and will not drive system automations or functions. A custom report can be written to retrieve

the data, but each record is a single value with fixed width spacing and column headers to describe the data. Specific data elements are not separated. Data on the conversion tab cannot be truncated, obfuscated or partially expunged.

The Conversion tab is commonly used to preserve legacy data without impacting Enterprise Jail Manager configuration or reporting. The Conversion Tab is also used to provide reduced effort conversions. See the scope charts for an Enterprise Jail Manager tab breakdown of what is migrated to the Conversion tab depending on the selected scope. Changes in scope from Enterprise Jail Manager fields to the Conversion tab must be coordinated and approved by the client.

9.1.5 Data Conversion Process - Legacy Data Retention

- Clients are responsible for maintaining their extracted legacy data.
- The data conversion process includes client providing an extract of their legacy data (system being replaced) to Tyler. Occasionally clients identify additional data elements to convert that were not converted during the original conversion process. Sometimes this additional data is discovered several years after the final go-live event. The only way this data can be converted is if the client provides the data.
- Tyler recommends clients keep a full copy of this legacy data extract in perpetuity, or at least 10 years from the time of the final data extraction and go-live event.
- Following the final go-live of this contract, Tyler will maintain a copy of the extracted data for no more than 6 months. At the end of the 6-month period Tyler will move that copy to a secure online location for the client to retrieve and will provide a link or connection information to the client for the online location. The client will have an additional 3 months to retrieve this data from the online location. At the end of the 3 months the copy will be automatically deleted from the online location.

9.1.6 Data Mapping Documentation and Philosophy

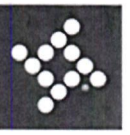
When determining how data will migrate from a legacy system to Tyler products, Tyler aims to convert the legacy data in such a manner as the data will appear and behave as if it originated from the Tyler product.

During the Conversion Assessment, legacy data will be mapped to fields in Tyler product databases, or Tyler conversion tool databases. Depending on the organization of the legacy data, mapping may be at a table-level vs. field-level. For example, if a legacy file contains addresses, instead of mapping each field during the initial assessment, the legacy file will be mapped to Tyler's address table. During the actual script development, and engineer will determine individual field-to-field mappings.

Data Mapping is captured in a spreadsheet. To track the decision of each file, table, and or field. This mapping is primarily intended to guide the engineer during ETL development but also facilitates conversations with the Client around ambiguous data. This mapping document is not maintained the life of the project. Once ETL development has started, the scripts represent the decisions made for converting data at the field level.

9.1.7 Party Merges

Tyler converts party data as it is represented in the legacy system, except where a difference in database schemas necessitates transformation to fit into Tyler product fields. Tyler does not merge legacy parties into a single party during the conversion process. Merging parties during the conversion requires Tyler to track all

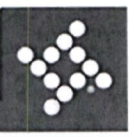


references to the merged parties in the legacy data prior to loading into Tyler products which introduces risk, difficulty validating the conversion, and difficulty tracing back to the original legacy relationships.

Enterprise Jail Manager offers a party merge tool that can be used after go-live to consolidate what is believed to be duplicate party records. This tool offers allows an end user to select the matching criteria and then review the selected which matched parties should be merged.

9.1.8 Standard Conversion Assumptions

1. The Client will provide legacy extracts as either SQL Server backups or flat files.
2. The Client will provide initial legacy extracts for data mapping, and subsequent extracts just prior to each test or production push.
3. Tyler will migrate the data as-is except where transformation must occur to fit into the target database to avoid application errors.
4. Tyler will not merge parties or jailings during the conversion process.
5. Although Tyler will convert from the Legacy System(s) listed in the Legacy System Information Table, above, Tyler will not merge data from multiple legacy systems during the conversion process. For example, Tyler will not merge data from System A into System B prior to converting into the Tyler application.
6. If migrating documents or images, the legacy system either provides network path information to the files or the Client provides an "index" file with pertinent information such as file path, booking number, etc.



10. Additional Appendices

10.1 Jail Manager Assumptions

10.1.1 Summary

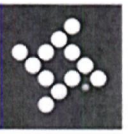
- The activities in this engagement are based off an expected total project duration of 18 months.
- Changes to project duration and scope will require an increase in the project budget. Additional professional services can be acquired at Tyler's then-current professional services rates.
- If the project timeline needs to be extended, Tyler will provide Riverside with an analysis of the issues causing the project delays. If the issues are related to Riverside decisions or actions, Riverside will be responsible for the additional costs associated with extending the project. If the issues are related to Tyler decisions or actions, Riverside will not be responsible for the additional costs associated with extending the project. If the issues are related to both Riverside and Tyler decisions or actions, Riverside and Tyler will seek agreement on which portion of additional costs will be Riverside and Tyler responsibility.

10.1.2 Project Resources

- It is Tyler responsibility to deploy the right mix of resources in different stages of the project to achieve project success. Tyler will allocate the resources listed below for the project's duration (18 months).
    - Project Manager
    - Implementation Consultant
- Conversion Engineer

10.1.3 Configuration & Consulting

- Tyler will complete the initial configuration of the client Jail Manager site:
    - As a starting point of the configuration process, Tyler utilizes a baseline set of configurations for all jails which consist of system level codes and recommended best practice configuration across US jails. Using a baseline set of configurations allows for a more efficient and effective configuration process.
    - A key step in the configuration process is conducting a Current Future State Analysis (CFSA). The CFSA is conducted on-site at customer location with the objective of assessing how the current or future customer business processes will be supported in Jail Manager.
    - During the CFSA, Tyler team will review business processes with customer SMEs to gain the knowledge necessary to further configure Jail Manager in accordance with customer business processes.
    - After CFSA concludes, Tyler team will document client specific codes, the Tyler consultant will also add the client specific codes identified during CFSA.
    - This pre-configured site approach allows the client to begin the work of producing business processes for the future use of the software.
    - Tyler maintains Business Process documentation outlining the core functionality of Jail Manager and the baseline configuration provided. This documentation will be made available and can be built upon by the client for customer specific business processes.

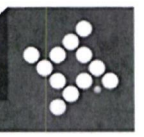


- Once the initial configuration is completed and tested by Tyler team, Tyler consultant will perform Solution Intro and maintenance training. The objective of this activity is to introduce the client SMEs to the newly configured site.
- Customer SMEs will have the opportunity to review and validate system configuration during Business Process Testing workshops conducted on-site.
- Additionally, during the life of the project the client SME's will learn how to maintain the system by adding or modifying codes as needed, as well as additional training for Security Right and Roles, Forms Maintenance, Jail Data Export configuration and Reports comparison through onsite or remote workshops.

- Tyler will provide consulting assistance to the client for completion of the remaining configuration to support the business processes identified in the CFSA and Business Process testing activities.

10.1.4 Modifications (Application, Integration, Interface – as applicable)

- Tyler will complete approved application development based on the following process:
  - The first step in this method is the development of a Project Definition Document (PDD) for each enhancement; a separate tracking document may be created if multiple enhancements are approved. With input from the Client, the PDD will include the intent of the project, the needs, and the conditions of satisfaction.
  - The PDD will, as a second step in the process, also include Tyler's intended solution and design for solving the business problem. Once the PDD scope and design is approved by the client, Tyler's development teams will begin to execute a series of two-week application development sprint sessions or cycles.
  - As a part of the sprint, the combined project teams (Tyler and Client) will have the opportunity to review the development completed, make modifications as necessary in line with the scope defined by the high-level design documentation, and ultimately approve the work and direction that has been completed.
  - The purpose of these small development cycles combined with frequent client review is to ensure that what is produced meets the Client's needs and is aligned with the testing and acceptance criteria. Each review session gives the Client the opportunity to see the results of decisions and direction and allows Client to refine its requirements further as the application development is occurring.
- For certain enhancement requests, Tyler will ask the Client Project Team to take part in additional enhancement design/review meetings held throughout the development cycle. Because this process adds overhead to the development cycle, it is ideal for larger enhancements only or enhancements where the Tyler team feels there is a higher-than-normal risk of missing a requirement. The Tyler project manager will communicate the anticipated release and review periods with the Client project manager.
- Additional activities, including configuration, testing, and enhancement approval, will be performed as part of Tyler's standard development release cycle.
- Modifications Assumptions
  - Hours designated for application development or Tyler-led integration development are subject to additional review during the Current and Future State Analysis. Based on the results of the analysis, the original estimate is subject to change.
  - The following are potential modifications to be evaluated during the CFSA:
    - Decision Tree format for classifications
    - PREA Triggers & Assessment Intervals



- Additional modifications, or the discovery of additional scope within the known modifications, could result in changes to the project schedule and/or additional cost.

10.1.5 Training

10.1.5.1 Solution Orientation

- Solution Introduction and Maintenance training (SIM)
  - This training occurs after Tyler consultants have completed site configuration.
  - Tyler will train the Client on standard baseline business processes and the client-specific business processes as documented in the CFSA. The CFSA documentation will set the scope of Business Processes for the project and SIM Training.
  - Tyler will deliver standard business process documentation and the Client can choose to customize the business processes for personal use, if needed.
- Forms for Administrators Training
  - Recommend virtual training.
  - Client will be responsible for the completion of forms following the conclusion of the Forms Workshop. Tyler consultant(s) will be available for assistance, but Client will be responsible for the delivery and execution of this item.
- Security Rights and Roles Training
  - Recommend virtual training.
  - Client will be responsible for completion of user administration tasks following the conclusion of the Security training. Tyler consultant(s) will be available for assistance, but Client will be responsible for the delivery and execution of this item.

10.1.5.2 Enterprise Custom Report Training

- Single, virtual class or on-site per RSO request, up to three days duration
- Client IT and/or technical teams or designees will be responsible for identifying and creating Custom Reports
- Three-day course with Report Builder.
  - Participants should have a basic understanding of the Tyler system application(s) and business processes.
  - Participants should have a basic understanding of report writing – like a basic understanding of Excel and using Excel Formulas. *
  - Participants should have a working knowledge of SQL ability to create SQL Scripts using JOIN and Cross Apply*
- *Tyler will not provide instruction on these skills or concepts. It is assumed that each participating technical resource from Client or other teams possess these skills.

10.1.5.3 API Toolkit Training

- Single, virtual class, up to three days duration
- Tyler will provide all interface documentation and guidance to assist the Client IT Team and Interface Partners in development of the system interfaces.
- This task may involve select representatives from each of the partner agencies that currently integrate with the Client. Together the Client Technical Team and interface partners will create interfaces for each of the Client's needs identified and confirmed during the gap analysis.

- The following is a list of suggested skills for the Client technical resources who will be building interfaces:
    - Familiarity with basic programming concepts
    - Building SOAP web services and SOAP web service clients*
    - XSLT
    - SQL Server
    - XML/XPath
    - Source control basics
    - Networking basics
    - Internet Information Service (IIS)
    - SQL Server Reporting Services (SSRS)
- *Tyler will not provide instruction on these skills or concepts. It is assumed that each participating technical resource from Client or other teams possess these skills.
- This proposal includes 200 hours of consulting time.
- Completion of Client-led interfaces will be tracked and monitored by the Tyler and Client project managers through the shared project portal.
- Integrations that are supported by Jail Data Exports, VINE, and others out-of-the box functionality will be configured by the project implementation consultant. Configuration or development tasks necessary to enable all other integration messages will be the responsibility of the client, supported by Tyler Integrations Consultant during the implementation phase. The budget assigned to the Integration Consulting activities is of 200 hours and includes analysis, training of our Integration Tool Kit and Configurable Publisher. Additional services can purchased at cost.

10.1.5.4 End User Training

- Tyler will provide multiple trainers over four business weeks to provide end-user training to the client.
- Training should be conducted during a consecutive 8-hour period between 8 AM and 8 PM.

10.1.5.5 Training Assumptions

- Instructor-led training classes should have no more than 20 participants, unless otherwise noted.
- This proposal includes a limited amount of training time for a specific set of users just prior to go-live. Additional Tyler training may be contracted at the applicable rates for training.
- Any On-site training will be performed in a classroom setting using facilities and equipment provided by the Client such that each participant can have hands-on access to a computer workstation during training.
- Remote, or virtual, training maintains the same assumptions as on-site training albeit will be performed in a virtual classroom with a recommended maximum of 10 users per session per instructor unless otherwise noted.

10.1.6 Go Live Support

- Tyler will provide Go-Live assistance to Client team via a combination of remote and on-site support.
- Below is the estimated cumulative resource count for Tyler-provided go live support. Go live support needs may need to be reevaluated by the Tyler and Client project teams. Additional resources may incur additional cost at Tyler's then-current hourly rate.
- On-site resources (total/cumulative count):44 resources over 4 weeks
    - Remote resources (total/cumulative count): 4 resources over 2 weeks

- Tyler will provide a single, full-time consultant for 12 months following the date of the system cutover to Enterprise Corrections Jail Manager.
- Example GL Support plan provided in Section10.5, Go Live Support Model.

10.1.7 Travel

- The on-site activities below represent the recommended onsite travel for a project.
- Actual travel may need to be re-evaluated/determined by the core project team based on the needs of the implementation. During the Initiate & Plan phase planning activities, the full travel schedule will be mutually agreed upon.
- The estimated travel budget was calculated based on the typical onsite activities, below. Each activity's durations may adjust based on the final project plan and coordination. Some activities may span multiple weeks.

On-Site Project Activities		
Activity Type	**Anticipated Duration**	**Objective**
Project Kickoff	1 Week	Outlines the scope of the project, discusses roles and responsibilities, timeline expectations, implementation rollout strategy and project governance.
Current & Future State Analysis	1-2 Weeks	Discovery and evaluation of business processes which will be impacted by Tyler JMS software.
Business Process Testing 1	1-2 Weeks	SMEs validating configuration and recommended business processes.
Business Process Testing 2	1-2 Weeks	Continued validation of configuration and recommended business processes and documentation. aka. Quick Reference Guides (QRG)
Conversion Data Review 1	1-2 Weeks	Introduction to data review basics and incident documentation. Side by side comparisons of legacy data to Tyler JMS data.
Conversion Data Review 2	1-2 Weeks	Side by side comparisons of legacy data to Tyler JMS data and issue remediation from data review 1.
Conversion Data Review 3	1-2 Weeks	Side by side comparisons of legacy data to Tyler JMS data and issue remediation from data review 2.
Solution Validation	2-3 Weeks	SMEs validating all completed business processes and configuration from end to end prior to Training and Go Live.
Training	4 Weeks	Prepare client trainers to lead end user training activities.

Go Live Assistance	4 Weeks	Execution of the cutover plan and supporting the end users in the Tyler JMS application.

Tyler priority is the success of the project and, with that in mind, Tyler will make best effort to deploy project resources on customer site for additional weeks with respect to those listed in the table above within the budget allocated to the project.

10.2 Tyler Alliance

10.2.1 Introduction and Summary

Tyler Alliance (Alliance) is an integration platform connecting common workflows across Tyler's solutions. Your purchased or hosted software, as listed in the Investment Summary of this contract, includes access to our Alliance library of Exchanges.

Exchanges are standardized integrations across applicable Tyler solutions. Alliance is part of Tyler's Evergreen model, therefore, as we develop new exchanges, the software is available to you. Services are needed for implementation.

10.2.2 Requirements

For Tyler to provide exchanges, you must agree and comply with all the following requirements:

Alliance may require coordination with other offices who may not be a party to this contract. Coordination includes decisions related to data sharing, configuration, and implementation timeframes. Tyler will assist with coordination; however, it is your responsibility to ensure active participation by any impacted offices.

Exchanges follow predefined workflows and are not customizable.

Exchanges may have software version prerequisites which must be met before proceeding with implementation.

10.2.3 Consulting Process

An Alliance consultant will advise you of exchanges that are available for your Tyler solution(s). The consultant will review those exchanges with you and any necessary offices. Based on the outcomes of those discussions, the consultant will deliver an Alliance Strategy to all participants, which documents:

10.2.3.1 The agreed upon list of exchanges to be implemented.

10.2.3.2 Exchange benefits.

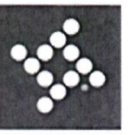
10.2.3.3 Prerequisites & office participation requirements.

10.2.3.4 Proposed implementation timeframe.

10.2.4 Best Practices

Tyler recommends turning on Alliance exchanges after go-live, this allows your users opportunities to become familiar with their new Tyler solution first. Exceptions to this practice should be discussed during the Alliance consultation.

Exchanges are day-forward integrations. If integration of pre-existing data is necessary, data conversion services may be needed.

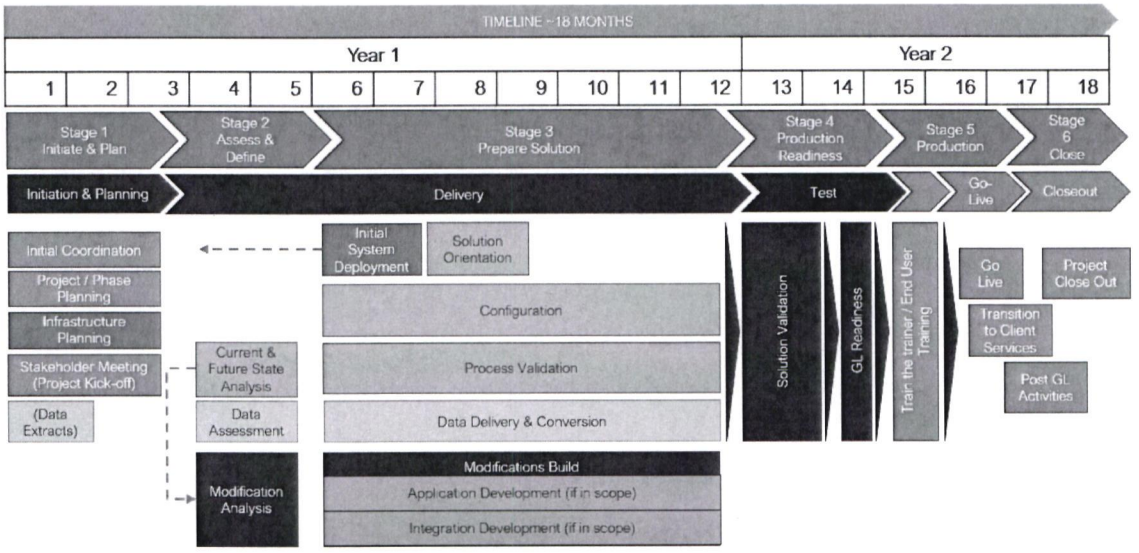


10.3 Project Timeline and Project Plan

The Project Timeline establishes a target start and end date for each Phase of the Project. The timeline needs to account for resource availability, business goals, size and complexity of the Project, and task duration requirements. These will be reviewed and adjusted, if needed, during the Initiate and Plan Stage. Refer to the Project Stages section of this SOW for information on work packages associated with each stage of the implementation.

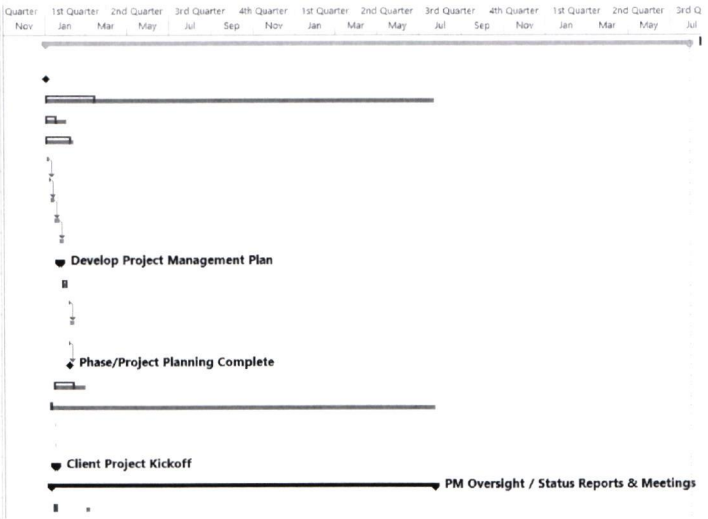
Timeline and project plan samples are provided below. While the dates or timing included in these samples project plans are built based on Tyler team's current understanding of the scope for this project, plans and timeline are for illustrative purposes only. A more precise schedule and WBS with the appropriate tasks and schedule will be determined during the Initiate & Plan stage. The availability of client resources to perform tasks, final determination of the overall task list, client schedule constraints and the actual project start date must be determined.

Sample Timeline:

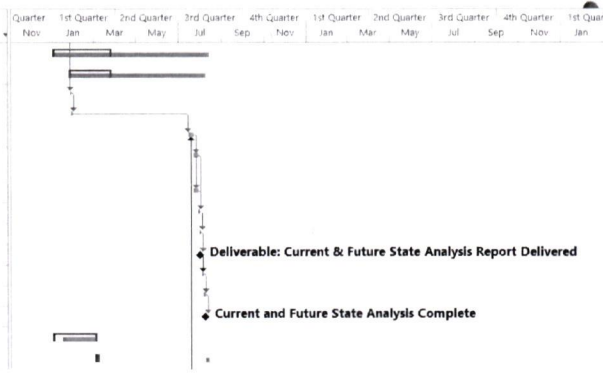


Sample Project Plan:

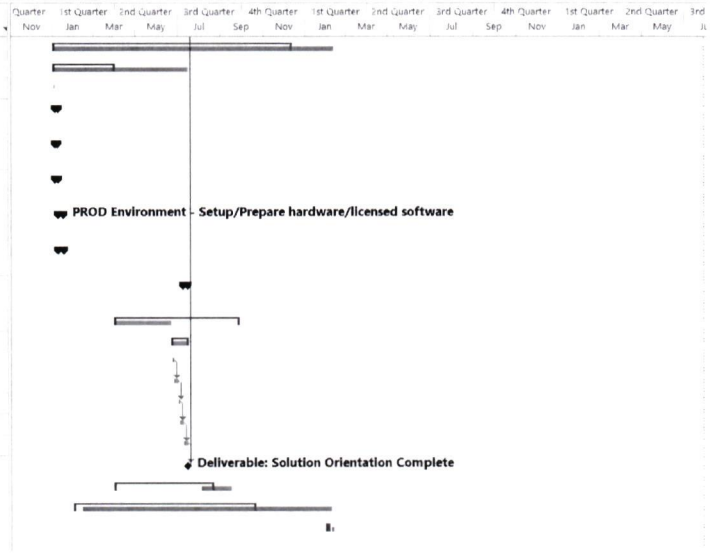
Task Name	Duration	Start	Finish
Riverside County - Jail Manager System Implementation	**648 days**	**Fri 1/2/26**	**Thu 7/27/28**
PROJECT START DATE	*0 days*	*Fri 1/2/26*	*Fri 1/2/26*
INITIATE & PLAN	**50 days**	**Fri 1/2/26**	**Fri 3/13/26**
Initial Coordination	***10 days***	***Fri 1/2/26***	***Thu 1/15/26***
Project/Phase Planning	***25 days***	***Fri 1/2/26***	***Fri 2/6/26***
Complete Contract Review	2 days	Fri 1/2/26	Mon 1/5/26
Schedule and Conduct Planning sessions	2 days	Tue 1/6/26	Wed 1/7/26
Complete any additional Project Pre-Work	3 days	Thu 1/8/26	Mon 1/12/26
Create Requirements Document/Tracing Matrix	5 days	Tue 1/13/26	Tue 1/20/26
Build Project Financials (C&J)	4 days	Wed 1/21/26	Mon 1/26/26
Develop Project Management Plan	**3 days**	**Wed 1/21/26**	**Fri 1/23/26**
Develop / Provide Project Operational Plans	**5 days**	**Mon 1/26/26**	**Fri 1/30/26**
Create Account Plan (C&J)	2 days	Mon 2/2/26	Tue 2/3/26
Complete & Deliver Project Schedule	5 days	Wed 2/4/26	Tue 2/10/26
Setup Project Oversight/Management (C&J)	2 days	Mon 2/2/26	Tue 2/3/26
Phase/Project Planning Complete	*0 days*	*Tue 2/3/26*	*Tue 2/3/26*
Infrastructure Planning	***19 days***	***Tue 1/13/26***	***Mon 2/9/26***
Stakeholder Meeting(s)/Project Kickoff	***1 day***	***Thu 1/8/26***	***Thu 1/8/26***
Conversion Kickoff (C&J)	1 day	Tue 1/13/26	Tue 1/13/26
Internal Project Kickoff (C&J)	1 day	Tue 1/13/26	Tue 1/13/26
Client Project Kickoff	**3 days**	**Tue 1/13/26**	**Thu 1/15/26**
PM Oversight / Status Reports & Meetings	**386 days**	**Thu 1/8/26**	**Wed 7/21/27**
Control Point 1: Initiate & Plan Stage Acceptance	***3 days***	***Mon 1/12/26***	***Wed 1/14/26***



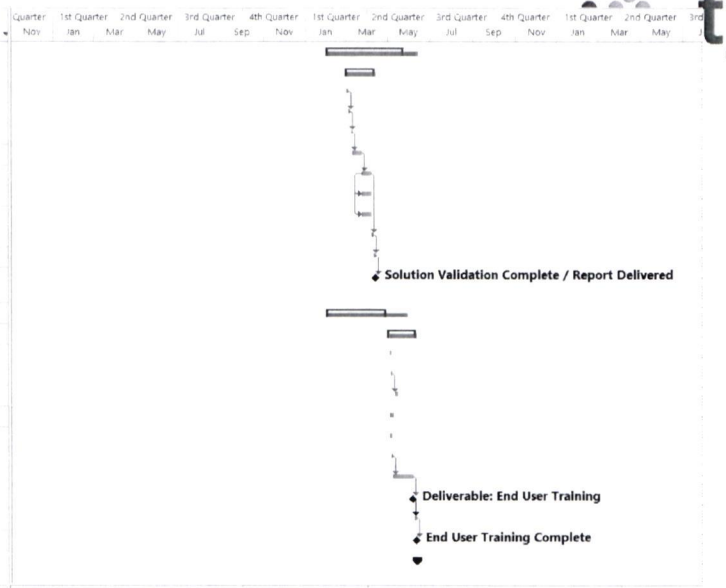
Task Name	Duration	Start	Finish
ASSESS & DEFINE	**57 days**	**Fri 1/2/26**	**Tue 3/24/26**
Current & Future State Analysis	***42 days***	***Mon 1/26/26***	***Tue 3/24/26***
Establish Process Inventory	1 day	Mon 1/26/26	Mon 1/26/26
Prep for Analysis / Reviews	2 days	Tue 1/27/26	Wed 1/28/26
Conduct Current / Future State Process Review:	5 days	Wed 7/15/26	Tue 7/21/26
Discuss Future State options (non-COTS) or Future State (COTS/SM)	4 days	Wed 7/22/26	Mon 7/27/26
Make Future State decisions (non-COTS)	4 days	Wed 7/22/26	Mon 7/27/26
Draft Current & Future State Analysis Report	2 days	Tue 7/28/26	Wed 7/29/26
Complete & Deliver Current & Future State Anal	2 days	Thu 7/30/26	Fri 7/31/26
Deliverable: Current & Future State Analysis Re	*0 days*	*Fri 7/31/26*	*Fri 7/31/26*
Update Requirements Document/Tracing Matri	2 days	Mon 8/3/26	Tue 8/4/26
Develop Interface Inventory (as needed)	3 days	Wed 8/5/26	Fri 8/7/26
Current and Future State Analysis Complete	*0 days*	*Fri 8/7/26*	*Fri 8/7/26*
Conversion Assessment	***42 days***	***Fri 1/2/26***	***Tue 3/3/26***
Control Point 2: Assess & Define Stage Acceptance	***3 days***	***Wed 3/4/26***	***Fri 3/6/26***



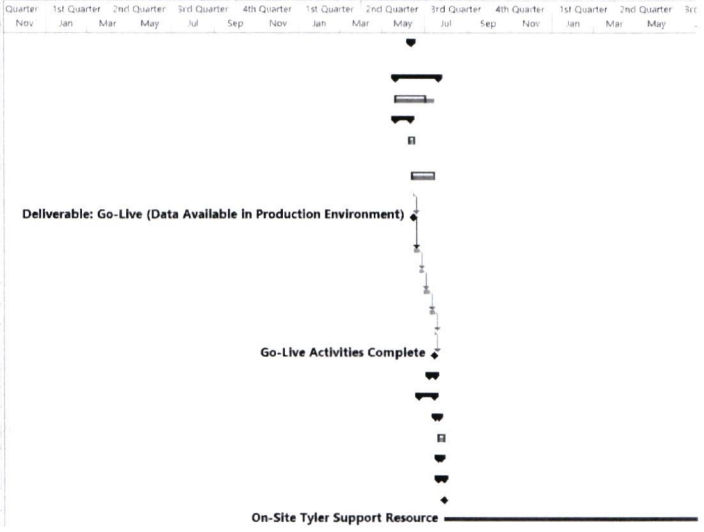
Task Name	Duration	Start	Finish
PREPARE SOLUTION	**240 days**	**Fri 1/2/26**	**Fri 12/11/26**
Initial System Deployment	***61 days***	***Fri 1/2/26***	***Mon 3/30/26***
Review Purchased Hardware or Prepare Hosted	1 day	Fri 1/2/26	Fri 1/2/26
TEST Environment - Setup/Prepare hardware/licensed software	**4 days**	**Mon 1/5/26**	**Thu 1/8/26**
CONV Environment - Setup/Prepare hardware/licensed software	**3 days**	**Mon 1/5/26**	**Wed 1/7/26**
STAGE Environment - Setup/Prepare hardware/licensed software	**4 days**	**Mon 1/5/26**	**Thu 1/8/26**
PROD Environment - Setup/Prepare hardware/licensed software	**5 days**	**Fri 1/9/26**	**Thu 1/15/26**
Desktop App Testing - Setup/Prepare hardware/licensed software (if rqd)	**6 days**	**Fri 1/9/26**	**Fri 1/16/26**
Plan, Design & Deliver Enterprise System Administrator Training	**5 days**	**Wed 7/8/26**	**Tue 7/14/26**
Configuration	***125 days***	***Wed 4/1/26***	***Fri 9/25/26***
Solution Orientation	***16 days***	***Mon 6/22/26***	***Tue 7/14/26***
Provide Materials and Pre-Requisites	2 days	Mon 6/22/26	Tue 6/23/26
Complete Pre-Requisites (Client)	5 days	Wed 6/24/26	Tue 6/30/26
Identify Client Subject Matter Experts (SMEs)	2 days	Wed 7/1/26	Thu 7/2/26
Plan Solution Orientation (SME Training)	2 days	Fri 7/3/26	Tue 7/7/26
Conduct Solution Orientation (SME training)	5 days	Wed 7/8/26	Tue 7/14/26
Deliverable: Solution Orientation Complete	*0 days*	*Tue 7/14/26*	*Tue 7/14/26*
Process Refinement / Validation	***99 days***	***Wed 4/1/26***	***Wed 8/19/26***
Conversion Delivery	***184 days***	***Sun 2/1/26***	***Mon 10/19/26***
Control Point 3: Prepare Solution Stage Acceptance	***3 days***	***Mon 2/1/27***	***Wed 2/3/27***



Task Name	Duration	Start	Finish
PRODUCTION READINESS	**80 days**	**Mon 2/1/27**	**Fri 5/21/27**
Solution Validation	***30 days***	***Mon 3/1/27***	***Fri 4/9/27***
Solution Validation Preparations (C&J)	3 days	Mon 3/1/27	Wed 3/3/27
Update Solution Validation Plan	2 days	Thu 3/4/27	Fri 3/5/27
Update Test Scripts [as applicable]	1 day	Mon 3/8/27	Mon 3/8/27
Conduct Unit Testing	10 days	Tue 3/9/27	Mon 3/22/27
Conduct Solution Validation	10 days	Tue 3/23/27	Mon 4/5/27
Document defects, risks and issues identified in	10 days	Tue 3/23/27	Mon 4/5/27
Complete follow up on findings from Solution V	10 days	Tue 3/23/27	Mon 4/5/27
Draft Solution Validation Report	3 days	Tue 4/6/27	Thu 4/8/27
Complete & Deliver Solution Validation Report	2 days	Fri 4/9/27	Mon 4/12/27
Solution Validation Complete / Report Delivered	*0 days*	*Mon 4/12/27*	*Mon 4/12/27*
Go-Live Readiness	***61 days***	***Mon 2/1/27***	***Mon 4/26/27***
End User Training	***26 days***	***Sat 5/1/27***	***Mon 6/7/27***
Pre-Training Preparations (JMS)	2 days	Mon 5/3/27	Tue 5/4/27
Update Training Plan	2 days	Tue 5/4/27	Wed 5/5/27
Plan, prepare and schedule End User Training	5 days	Mon 5/10/27	Fri 5/14/27
Schedule End Users, capturing Roles/Duties	5 days	Mon 5/3/27	Fri 5/7/27
Draft Training Plan and Materials	3 days	Mon 5/3/27	Wed 5/5/27
Complete & Deliver Training Plan & Materials	2 days	Wed 5/5/27	Thu 5/6/27
Conduct End User Training	20 days	Fri 5/7/27	Fri 6/4/27
Deliverable: End User Training	*0 days*	*Fri 6/4/27*	*Fri 6/4/27*
Complete Post-Training Surveys	3 days	Mon 6/7/27	Wed 6/9/27
End User Training Complete	*0 days*	*Wed 6/9/27*	*Wed 6/9/27*
Control Point 4: Production Readiness Stage Acceptance	***3 days***	***Wed 6/9/27***	***Sat 6/12/27***



Task Name	Duration	Start	Finish
Control Point 4: Production Readiness Stage Acceptance	***3 days***	***Wed 6/9/27***	***Sat 6/12/27***
PRODUCTION	**43 days**	**Thu 5/20/27**	**Tue 7/20/27**
Go-Live	***31 days***	***Thu 5/20/27***	***Thu 7/1/27***
Final Go-Live Preparations	**14 days**	**Thu 5/20/27**	**Wed 6/9/27**
Data Conversion - Push to Production Environment	**7 days**	**Tue 6/8/27**	**Tue 6/15/27**
Go Live to Production	**22 days**	**Sat 6/12/27**	**Tue 7/13/27**
Achieve Go-Live on Production	1 day	Mon 6/14/27	Mon 6/14/27
Deliverable: Go-Live (Data Available in Production Environment)	*0 days*	*Mon 6/14/27*	*Mon 6/14/27*
Week 1 - Go-Live Assistance	5 days	Tue 6/15/27	Mon 6/21/27
Week 2 - Go-Live Assistance	5 days	Tue 6/22/27	Mon 6/28/27
Week 3 - Go-Live Assistance	5 days	Tue 6/29/27	Tue 7/6/27
Week 4 - Go-Live Assistance	5 days	Wed 7/7/27	Tue 7/13/27
Achieve Production Acceptance	1 day	Wed 7/14/27	Wed 7/14/27
Go-Live Activities Complete	*0 days*	*Wed 7/14/27*	*Wed 7/14/27*
Transition to Client Services	***7 days***	***Wed 7/7/27***	***Thu 7/15/27***
Post Go-Live Activities	***16 days***	***Tue 6/22/27***	***Wed 7/14/27***
Control Point 5: Production Stage Acceptance	***3 days***	***Thu 7/15/27***	***Tue 7/20/27***
CLOSE	**6 days**	**Tue 7/20/27**	**Tue 7/27/27**
Phase Closeout	***4 days***	***Tue 7/20/27***	***Fri 7/23/27***
Project Closeout	***6 days***	***Tue 7/20/27***	***Tue 7/27/27***
Control Point 6: Close Stage Acceptance	***0 days***	***Tue 7/27/27***	***Tue 7/27/27***
On-Site Tyler Support Resource	**255 days**	**Tue 7/27/27**	**Thu 7/27/28**



10.4 Training Materials

The Train-the-Trainer approach includes robust training materials and guidelines for successful planning, execution, and monitoring of End User Training. Examples of these materials include, but are not limited to:

- Training Course Details – Provides details of all topics provided in each course
- Training Schedule Templates by Course – Templates for assignment of courses by users and roles and templates for course schedules by location, day, and time.
- Trainer Lesson Plans – Provides client instructors step-by-step guides for each course, including exercises and preparation details.

The examples provided are for illustrative purposes and Riverside specific documents will be created through planning activities and will incorporate Riverside specific training details.

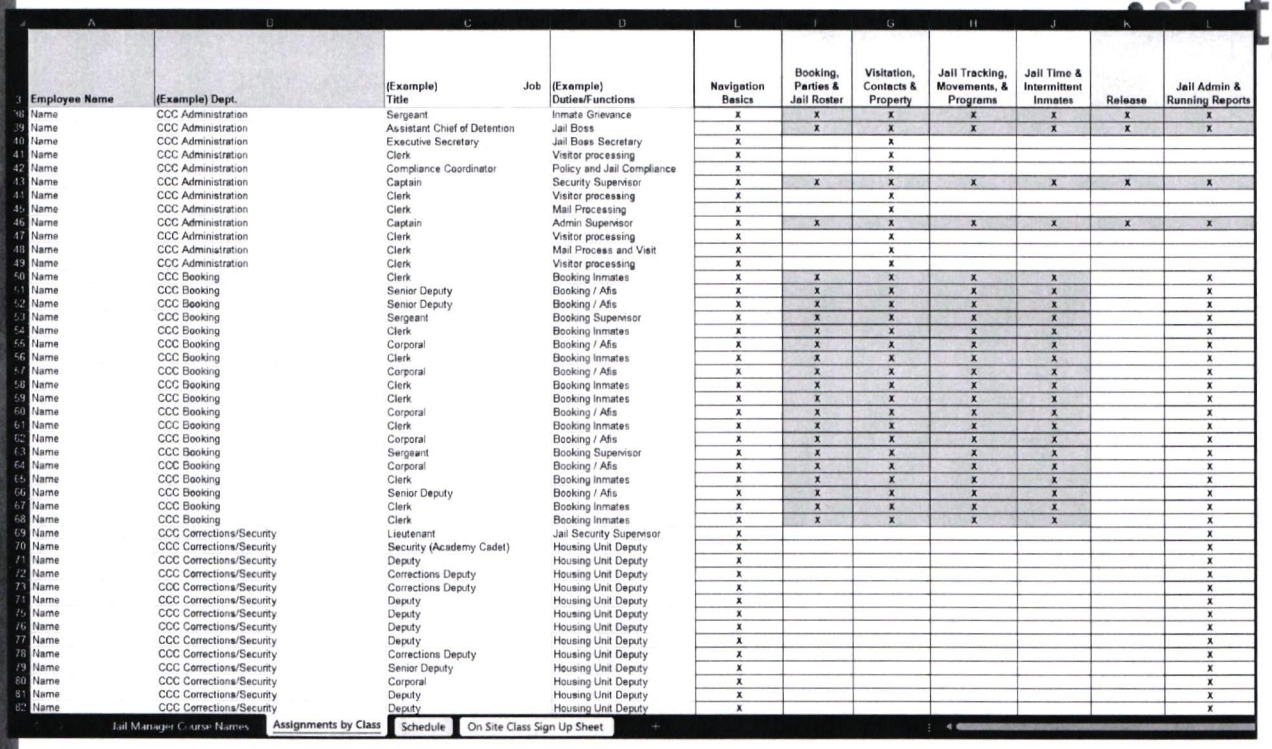
Jail Manager Training Course Details



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Group	Hrs	Course Name	Manual Used	Description		Prerequisites	Target Users
Core	1	Navigation Basics (May be folded into Booking, Parties and Jail Roster)	Basics	**Layout & Navigation Overview** Night & Day Mode/Colors Function Key Lock Select Spell Check Favorites List Jail Roster (Access and View)		None	All
Core	2	Booking, Parties, and Jail Roster		Add a Booking/Holds Overview of ICJ Process* Overview of Party Based System Booking Checklist Overview Using the Jail Roster Pending Booking Queue (PBQ)*		Basics	All
Core	3	Jail Tracking, Movement and Cell Checks		Cell Checks Inmate Tracking Activities Log Transfers (from Jail Roster) Programs*	Maintain Jail Activity Log Maintain Scheduled Activities Move Multiple Inmates*	Basics & Booking	All
Core	0.5	Property (Combined with Visitation and Contacts)		Add Property Modify/Delete Property Release Property		Basics	All
Core	1	Visitation and Contacts		Approved Visitor List * Entering Visitors Mail and Property Entry Managing Approved Visitor List* Notes and Note Routing		Basics & Booking	All
Core	3	Incidents/Issues, and Separations		Incident and Issue Entry Incident Tracking Incident Outcomes Add a Charge Scanning Documents* Separations		Basics, Booking	All
Core	1	Jail Time and Intermittant Inmates		Add/Modify/Delete Jail Time Add/Remove Jail Time Rates Schedule/Modify/Delete Intermittent Time Check Inmates In/Out		Basics & Booking	All
Core	1 or 2	Financial Basics* and Bonds		Financial Overview* Manage and Sign on Till Take Payments* Close and Reconcile Till Adding Surety Bonds Adding Receipted Cash Bonds Add Property Bonds* Add an External Cash Bond*	Modifying Bond Records Searching for Bond Information	Basics & Booking	All
Core	1	Release		Charge Disposition & Holds Release Checklist Unreleasing an Inmate Release Dashboard		Basics & Booking	All
Core	2	Jail Administration (Combined with Jail Reporting)		Party Tools Delete a Jailing Jail Manager Tools Jail Widgets Adding Officers		Basics & Booking	Adminis and Supervisors
Core	1	CJIS/State Reporting		CJIS UCR TCJS SCAPP SSA Inmate Report Other State Reports*		Basics, Booking & Reports	Adminis and Supervisors
Add On	2	Commisary*		Process Commissary Orders Editing and Deleting Commissary Orders Commissary Order Slips Commissary Reports Inmate Indigency Report		Basics	All
Add On	2	Medical*		Medical Intake and Questionaire Posting Medical Transactions Medical Billing Reports	Scanning Documents Medical Sick Calls Medications	Basics	Medical Staff
Add On	1	Hearings*		Add a Court Hearing Modify/Delete Hearings Scheduled Court Hearings		Basics & Booking	All
Add On	2 to 4	Structured Lab Time		Structured instructor-led lab time for hands on practice.		Basics	All
Add On	1	Reports & List Manager		Jail Manager Reports Overview Run / Schedule Reports View Job Processing Queue Print / Email Reports		Basics	All

Sample Course Assignment by User



	A	B	C	D	E	F	G	H	J	K	L
3	**Employee Name**	**(Example) Dept.**	**(Example) Job Title**	**(Example) Duties/Functions**	**Navigation Basics**	**Booking, Parties & Jail Roster**	**Visitation, Contacts & Property**	**Jail Tracking, Movements, & Programs**	**Jail Time & Intermittent Inmates**	**Release**	**Jail Admin & Running Reports**
38	Name	CCC Administration	Sergeant	Inmate Grievance	x	x	x	x	x	x	x
39	Name	CCC Administration	Assistant Chief of Detention	Jail Boss	x	x	x	x	x	x	x
40	Name	CCC Administration	Executive Secretary	Jail Boss Secretary	x		x				
41	Name	CCC Administration	Clerk	Visitor processing	x		x				
42	Name	CCC Administration	Compliance Coordinator	Policy and Jail Compliance	x		x				
43	Name	CCC Administration	Captain	Security Supervisor	x	x	x	x	x	x	x
44	Name	CCC Administration	Clerk	Visitor processing	x		x				
45	Name	CCC Administration	Clerk	Mail Processing	x		x				
46	Name	CCC Administration	Captain	Admin Supervisor	x	x	x	x	x	x	x
47	Name	CCC Administration	Clerk	Visitor processing	x		x				
48	Name	CCC Administration	Clerk	Mail Process and Visit	x		x				
49	Name	CCC Administration	Clerk	Visitor processing	x		x				
50	Name	CCC Booking	Clerk	Booking Inmates	x	x	x	x	x		x
51	Name	CCC Booking	Senior Deputy	Booking / Afis	x	x	x	x	x		x
52	Name	CCC Booking	Senior Deputy	Booking / Afis	x	x	x	x	x		x
53	Name	CCC Booking	Sergeant	Booking Supervisor	x	x	x	x	x		x
54	Name	CCC Booking	Clerk	Booking Inmates	x	x	x	x	x		x
55	Name	CCC Booking	Corporal	Booking / Afis	x	x	x	x	x		x
56	Name	CCC Booking	Clerk	Booking Inmates	x	x	x	x	x		x
57	Name	CCC Booking	Corporal	Booking / Afis	x	x	x	x	x		x
58	Name	CCC Booking	Clerk	Booking Inmates	x	x	x	x	x		x
59	Name	CCC Booking	Clerk	Booking Inmates	x	x	x	x	x		x
60	Name	CCC Booking	Corporal	Booking / Afis	x	x	x	x	x		x
61	Name	CCC Booking	Clerk	Booking Inmates	x	x	x	x	x		x
62	Name	CCC Booking	Corporal	Booking / Afis	x	x	x	x	x		x
63	Name	CCC Booking	Sergeant	Booking Supervisor	x	x	x	x	x		x
64	Name	CCC Booking	Corporal	Booking / Afis	x	x	x	x	x		x
65	Name	CCC Booking	Clerk	Booking Inmates	x	x	x	x	x		x
66	Name	CCC Booking	Senior Deputy	Booking / Afis	x	x	x	x	x		x
67	Name	CCC Booking	Clerk	Booking Inmates	x	x	x	x	x		x
68	Name	CCC Booking	Clerk	Booking Inmates	x	x	x	x	x		x
69	Name	CCC Corrections/Security	Lieutenant	Jail Security Supervisor	x						x
70	Name	CCC Corrections/Security	Security (Academy Cadet)	Housing Unit Deputy	x						x
71	Name	CCC Corrections/Security	Deputy	Housing Unit Deputy	x						x
72	Name	CCC Corrections/Security	Corrections Deputy	Housing Unit Deputy	x						x
73	Name	CCC Corrections/Security	Corrections Deputy	Housing Unit Deputy	x						x
74	Name	CCC Corrections/Security	Deputy	Housing Unit Deputy	x						x
75	Name	CCC Corrections/Security	Deputy	Housing Unit Deputy	x						x
76	Name	CCC Corrections/Security	Deputy	Housing Unit Deputy	x						x
77	Name	CCC Corrections/Security	Deputy	Housing Unit Deputy	x						x
78	Name	CCC Corrections/Security	Corrections Deputy	Housing Unit Deputy	x						x
79	Name	CCC Corrections/Security	Senior Deputy	Housing Unit Deputy	x						x
80	Name	CCC Corrections/Security	Corporal	Housing Unit Deputy	x						x
81	Name	CCC Corrections/Security	Deputy	Housing Unit Deputy	x						x
82	Name	CCC Corrections/Security	Deputy	Housing Unit Deputy	x						x

Jail Manager Course Names | Assignments by Class | Schedule | On Site Class Sign Up Sheet | +

Sample Training Schedule

End User Training Calendar Week 1 (On-site)

		Trainer: Dina			
Time Zone		8:00-11:00			1:00 - 4:00
Monday	19-May	Booking & Classification Officers (AM) Part 1 (Navigation, Booking Checklist, Parties, Jail Roster)		Lunch	Booking & Classification Officers (PM) Part 2 (Visitation, Contacts, Property, Jail Tracking & Movements, Intermittent Inmates/JailTime)
Tuesday	20-May	Booking & Classification Officers (AM) Part 1 (Navigation, Booking Checklist, Parties, Jail Roster)		Lunch	Booking & Classification Officers (PM) Part 2 (Visitation, Contacts, Property, Jail Tracking & Movements, Intermittent Inmates/JailTime)
Wednesday	21-May	Records Officers (AM) Part 1 (Navigation, Booking Checklist, Parties, Jail Roster)		Lunch	Records Officers (AM) Part 2 (Jail Tracking & Movements, Intermittent Inmates/JailTime, & Release)
Thursday	22-May	Records Officers (AM) Part 1 (Navigation, Booking Checklist, Parties, Jail Roster)		Lunch	Records Officers (AM) Part 2 (Jail Tracking & Movements, Intermittent Inmates/JailTime, & Release)
Friday	23-May	Tyler Travel		Lunch	

End User Training Calendar Week 2 (On-site)

		Trainer 1: Dina				
Time Zone		8:00-11:00			1:00 - 4:00	
Monday	26-May	Memorial Day		Lunch	Memorial Day	
Tuesday	27-May	Booking & Classification Officers (AM) Part 1 (Navigation, Booking Checklist, Parties, Jail Roster)		Lunch	Booking & Classification Officers (PM) Part 2 (Visitation, Contacts, Property, Jail Tracking & Movements, Intermittent Inmates/JailTime)	
Wednesday	28-May	Records Officers (AM) Part 1 (Navigation, Booking Checklist, Parties, Jail Roster)		Lunch	Records Officers (AM) Part 2 (Jail Tracking & Movements, Intermittent Inmates/JailTime, & Release)	
Thursday	29-May	Housing Officers (8:00-10:00) (Navigation, View Jail Tracking and Movements, Jail Reports)	Navigation & Parties View Only (10:00 - 11:15)	Lunch	Housing Officers (1:00-3:00) (Navigation, View Jail Tracking and Movements, Jail Reports)	Navigation & Parties View Only (3:00-4:15)
Friday	30-May	Jail Admin and Jail Reporting (Separations, Intake Status Monitor, Cell Check Monitor, Pending Booking Queue (Widgets), Jail Reporting & Release Overview		Lunch	Tyler Travel	

Sample Trainer Lesson Plan Document

Jail Manager Training

Set-up: Projector, Training PC/Laptop, Dry Erase Board/Easel Scrap Paper for Notes and Pens/Pencils, Quick Reference Guides (QRG), Case Scenarios, Sign-in Sheet, Business Process Index (BPI), Class Roster, and Coffee. Master copy or copies of documents. List of users and passwords.

Handouts: QRG Manuals, Hot Keys Sheet, BP Index should be included with QRGs, Basic Searches Handout, Definitions Handout, Juvenile Intake & Case Initiation and Maintenance Exercise sheet, Jail Manager Basics Exercise sheet.

8:00 am – 8:30 am
(Instructor) Get Everyone to Sign-in to Jail Manager

Introductions

- Training team introduces themselves to everyone and includes the facility they work at and position they hold.

(Instructor)

- Begins to explain to the group the concept of "Crawl, Walk, Run" with regard to Jail Manager.

(Instructor)

- Let the class know that we are not the experts and as we work in the system begin to think about what you do (tasks) on a daily basis and begin to process how these tasks will begin to work in Jail Manager.
- If there are any questions or if you see something that is not working correctly in Jail Manager, place your questions and comments on the posted papers according to your facility, along with your job roll.
- Mention the Go-live date: December 5, 2016 or the future date; explain to everyone that this program will not be perfect when first rolled out. It will take time to work with the program before we can improve on additional functions.

8:30 am – 9:00 am
Remind folks that if they have bigger questions or concerns to utilize the posters and write down what they need an answer on. Handout 1st Exercise Sheet-Jail Manager Basics

- **CJIS- Still Available**, Historical Record of Data, No new info will be added after go live.
- **Rights & Roles**- you will be able to add, delete, modify, view, build or un-build a youth's case according to your job role.

- Bar Code Scanners, Document Scanners, IPADs, wrist bands, electronic signature pads and Kiosks will be coming in at a future date. They will be incorporated into working in Jail Manager.
- Handout Definitions List or QRGS
- Hot Keys Sheet

✓ 9:00 am – 9:10 am **BREAK**

Jail Manager Basics and Searches (Jailings, Parties, Warrants)

9:10 am – 9:30 am
(Instructor) – Explains and demonstrates

- Signing on and off – File Menu vs. x
- Rights & Roles- Screens look different
- Windows Menu-Files, Center (case, supervision, jail)
- Navigation Menu-Green Arrow (Expends Menu)
- Quick Links / Hot Keys- Alt Key + Letter
- Shortcut Keys- F12, F1 (Sheet)
- Message List Area-Critical, Warning, job, Lower Right Side of Box
- Icon Topic & Flag Identification
- Tool Tips & Icons-Hover to Discover
- Date Shortcuts-t, t+1, etc. Plus Tab Key
- Find a Jailing-Wildcard, Soundex, Advanced Search
- Look to the posters for any questions and review any questions from the class.
- Explain the difference between a party or jailing

9:30 am – 10:00 am

- Finding a party and Jailing. Demonstrate/Model

✓ 10:00 am – 10:10 am **BREAK**

10:10 am – 10:40 am **Exercise #1**

Intake/Booking/Initial Classification

10:40 am – 11.30 am **Model Juvenile Intake**

- Enter information using an existing party.
  - Explain process of searching through multiple parties and how to determine the correct match. (Use accurate info, & the one that has the most info)
- Enter information using new data.
- Enter all required information based off of the Transfer of Custody and PC Dec.

Exercise # 2

Juvenile Intake exercise

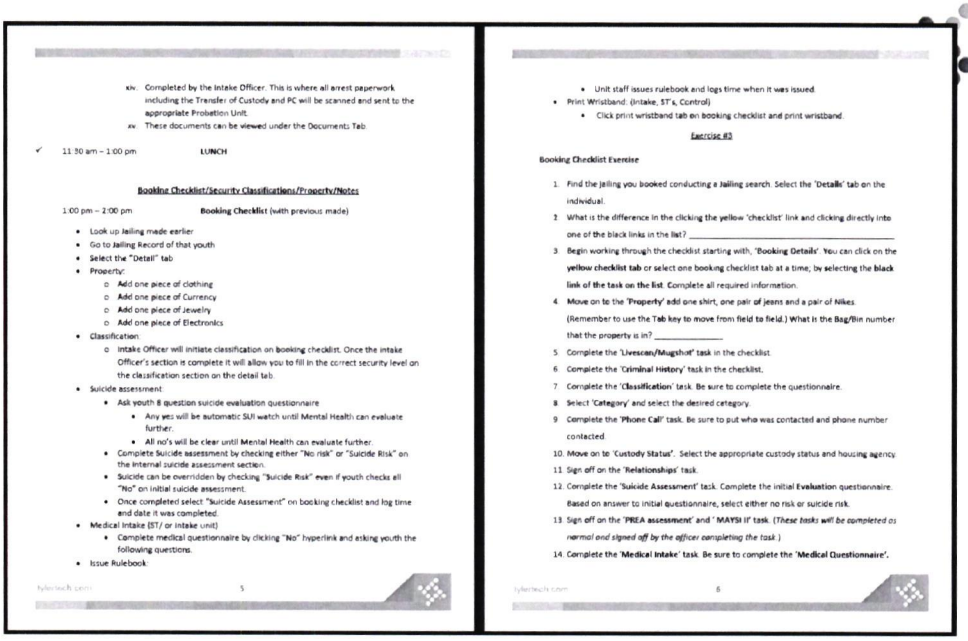
1. Begin a Juvenile Intake. Use '**Find/Match Party**' to search for a **famous** person or **character of your choosing**. Find an individual who is **not** currently in the system. Select the appropriate filed **Add Party**. Fill out all information for your individual. **Save** your new party.
2. Complete all the available fields on the **Juvenile Intake** template. When identifying the arresting agency, choose **Police Department.**
3. On the '**charges**' tab, use the **F4** key to open the search box for Offense Codes. Search for 'Robbery' and choose one of the offenses.
4. Add at least one more charge by using the **copy** function.
5. Add another Charge of your choice using the F4 search function.
6. **Save** the Jailing and choose a **Cell Assignment** for the youth.
   What is the new Booking Number?_____

Booking Checklist Items

a. **Booking Details**
   i. Intake = Intake Officer
   ii. Booking = Intake Officer
   iii. Search = Security Transport
b. **Livescan-Mugshot**
   i. Intake Officer will complete. This information will transfer over from the Livescan fingerprint machine. Mugshot will automatically transfer over into Jail Manager. It will be viewed on the Summary Tab. And also will be stored on the Documents Tab.
c. **Criminal History**
   i. Completed by the Intake Officer. Record check done in Jail Manager and CLETS.
d. **Classification**
   i. Initial classification (ORAI) to be completed by the Intake Officer. This score will determine whether the minor will be detained or released.
e. **Phone Call**
   i. Enter the completed phone call
   ii. Use COMPLETED, In the comment box enter the name of person called, relationship and phone number. Do the same for each institution.
a. **Custody Status** (Will Change Between Institutions)
   iii. Custody status will change between institutions.
   iv. JH – Current status of the minor court process or commitment, hold status, etc.
   v. Week Program; Furlough
   vi. Violation Type, Furlough
   vii. Point Program
   viii. Week program
b. **Relationships/PSI Tab** (Probation Supervision Information) (Party Record)
   ix. Enter the information from the Family Member Section in the PSI Tab. This information will be shared between the Institutions and Juvenile Probation. This will have the most up to date parent/guardian address information to view.
c. **Approved Visitors**
   x. Initial entry of approved visitors will be added by Control
   xi. Supervision P.O. will still be sending info to Juvenile Hall Duty Supervisor.
   xii. JCO's will have view access to see.
d. **Jailing Flags**
   xiii. Enter any initial flags associated with the minor. These can be updated by the unit staff as needed. (Suicide, Special watch, Allergies)

Exercise #4 (In put allergy)

e. **Transfer of Documents**



xiv. Completed by the Intake Officer. This is where all arrest paperwork including the Transfer of Custody and PC will be scanned and sent to the appropriate Probation Unit.
xv. These documents can be viewed under the Documents Tab

✓ 11:30 am – 1:00 pm **LUNCH**

Booking Checklist/Security Classifications/Property/Notes

1:00 pm – 2:00 pm **Booking Checklist** (with previous made)

- Look up Jailing made earlier
- Go to Jailing Record of that youth
- Select the "Detail" tab
- Property:
  - Add one piece of clothing
  - Add one piece of Currency
  - Add one piece of Jewelry
  - Add one piece of Electronics
- Classification:
  - Intake Officer will initiate classification on booking checklist. Once the intake Officer's section is complete it will allow you to fill in the correct security level on the classification section on the detail tab.
- Suicide assessment:
  - Ask youth 8 question suicide evaluation questionnaire
    - Any yes will be automatic SUI watch until Mental Health can evaluate further.
    - All no's will be clear until Mental Health can evaluate further.
  - Complete Suicide assessment by checking either "No risk" or "Suicide Risk" on the Internal suicide assessment section.
  - Suicide can be overridden by checking "Suicide Risk" even if youth checks all "No" on initial suicide assessment.
  - Once completed select "Suicide Assessment" on booking checklist and log time and date it was completed.
- Medical Intake (ST/ or intake unit)
  - Complete medical questionnaire by clicking "No" hyperlink and asking youth the following questions.
- Issue Rulebook

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- Unit staff issues rulebook and logs time when it was issued.
- Print Wristband: (Intake, ST's, Control)
  - Click print wristband tab on booking checklist and print wristband.

Exercise #3

Booking Checklist Exercise

1. Find the jailing you booked conducting a **Jailing** search. Select the '**Details**' tab on the individual.
2. What is the difference in the clicking the **yellow** 'checklist' link and clicking directly into one of the black links in the list? _____
3. Begin working through the checklist starting with, "**Booking Details**'. You can click on the **yellow checklist tab** or select one booking checklist tab at a time, by selecting the **black link of the task on the list**. Complete all required information.
4. **Move** on to the '**Property**' add one shirt, one pair of jeans and a pair of Nikes. (Remember to use the **Tab key to move from field to field.**) **What is the Bag/Bin** number that the property is in? _____
5. Complete the '**Livescan/Mugshot**' task in the checklist.
6. Complete the '**Criminal History**' task in the checklist.
7. Complete the '**Classification**' task. Be sure to complete the questionnaire.
8. Select '**Category**' and select the desired category.
9. Complete the '**Phone Call**' task. Be sure to put who was contacted and phone number contacted.
10. **Move** on to '**Custody Status**'. Select the appropriate custody status and housing agency.
11. Sign off on the '**Relationships**' task.
12. Complete the '**Suicide Assessment**' task. Complete the initial **Evaluation** questionnaire. Based on answer to initial questionnaire, select either no risk or suicide risk.
13. Sign off on the '**PREA assessment**' and ' **MAYSI II**' task. (*These tasks will be completed as normal and signed off by the officer completing the task.*)
14. Complete the '**Medical Intake**' task. Be sure to complete the '**Medical Questionnaire**'.

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10.5 Go Live Support Model

Below is a sample GL Support model for Tyler resources. This is for illustrative purposes only and final Go-Live staffing will be finalized through project planning activities. Additional support from Tyler staff can purchased at Tyler's then-current hourly rate.

Go Live Support Model Sample					
	Remote Command Center	Client Command Center	Per Facility (5 Facilities)	Total Remote Resources	Total On Site Resources
Week 1	1	5	3	1	20
Week 2	1	2	2	1	12
Week 3	1	1	1	1	6
Week 4	1	1	1	1	6

- Week 1 of Go Live Support includes 3 days of 24/7 on-site support, followed by 2 days of on-site support between 8AM and 5PM local time.
- Tyler will provide a mix of remote and on-site resources with diminishing head counts during weeks 2 through 4.
- Tyler will provide a remote command center resource to facilitate swarming incident management.

Integration/Interface Control Document (ICD)

Riverside County, CA

Interface	**Keefe Group – Access Corrections**
Direction	Export
Third Party	Keefe
Record Type	Inmate Roster
Detailed Description	Tyler's Jail Data Export job provides automated delivery of inmate roster data from Jail Manager to Keefe via secure file transfer. The interface generates an inmate roster file containing current population data for active inmates within the facility. Data will be delivered in either delimited format (comma or pipe-delimited) or fixed-length format as specified during implementation. Files will be transmitted via Secure File Transfer Protocol (SFTP) and generated and delivered at predetermined intervals. The roster file includes inmate demographics (name, DOB, gender, race, SSN, SO#), housing location information (facility, cell block, cell), and additional administrative fields (booking number, booking date). All data reflects the current state of the inmate population at the time of file generation. The interface will be limited to fields that exist in the Jail Data Export. No new fields will be added to Jail Manager or the existing interface.
Assumptions	1. The third-party will provide an SFTP site with the required credentials for file delivery or will pick up the file from an SFTP site provided by Tyler. 2. Tyler Technologies will not be responsible for making any modification in the 3rd party software to support this interface. 3. The third-party will work with Tyler Technologies and the customer to test the interface.

Interface	**Correctional Institutional Pharmacy System (CIPS)**
Direction	Export
Third Party	Correctional Institutional Pharmacy System (CIPS)

Record Type	Inmate Roster
Detailed Description	Tyler's Jail Data Export job provides automated delivery of inmate roster data from Jail Manager to Correctional Institutional Pharmacy System (CIPS) via secure file transfer. The interface generates an inmate roster file containing current population data for active inmates within the facility. Data will be delivered in either delimited format (comma or pipe-delimited) or fixed-length format as specified during implementation. Files will be transmitted via Secure File Transfer Protocol (SFTP) and generated and delivered at predetermined intervals. The roster file includes inmate demographics (name, DOB, gender, race, SSN, SO#), housing location information (facility, cell block, cell), and additional administrative fields (booking number, booking date). All data reflects the current state of the inmate population at the time of file generation. The interface will be limited to fields that exist in the Jail Data Export. No new fields will be added to Jail Manager or the existing interface.
Assumptions	1. The third-party will provide an SFTP site with the required credentials for file delivery or will pick up the file from an SFTP site provided by Tyler. 2. Tyler Technologies will not be responsible for making any modification in the 3rd party software to support this interface. 3. The third-party will work with Tyler Technologies and the customer to test the interface

Interface	**Securus Systems**
Direction	Export
Third Party	Securus
Record Type	Inmate Roster
Detailed Description	Tyler's Jail Data Export job provides automated delivery of inmate roster data from Jail Manager to Securus via secure file transfer. The interface generates an inmate roster file containing current population data for active inmates within the facility. Data will be delivered in either delimited format (comma or pipe-delimited) or fixed-length format as specified during implementation. Files will be transmitted via Secure File Transfer Protocol (SFTP) and generated and delivered at predetermined intervals. The roster file includes inmate demographics (name, DOB, gender, race, SSN, SO#), housing location information (facility, cell block, cell), and

	additional administrative fields (booking number, booking date). All data reflects the current state of the inmate population at the time of file generation. The interface will be limited to fields that exist in the Jail Data Export. No new fields will be added to Jail Manager or the existing interface.
Assumptions	1. The third-party will provide an SFTP site with the required credentials for file delivery or will pick up the file from an SFTP site provided by Tyler 2. Tyler Technologies will not be responsible for making any modification in the 3rd party software to support this interface. 3. The third-party will work with Tyler Technologies and the customer to test the interface.

Interface	**iWeb Visit**
Direction	Export
Third Party	iWeb Visit
Record Type	Inmate Roster
Detailed Description	Tyler's Jail Data Export job provides automated delivery of inmate roster data from Jail Manager to iWeb Visit via secure file transfer. The interface generates an inmate roster file containing current population data for active inmates within the facility. Data will be delivered in either delimited format (comma or pipe-delimited) or fixed-length format as specified during implementation. Files will be transmitted via Secure File Transfer Protocol (SFTP) and generated and delivered at predetermined intervals. The roster file includes inmate demographics (name, DOB, gender, race, SSN, SO#), housing location information (facility, cell block, cell), and additional administrative fields (booking number, booking date). All data reflects the current state of the inmate population at the time of file generation. The interface will be limited to fields that exist in the Jail Data Export. No new fields will be added to Jail Manager or the existing interface.
Assumptions	1. The third-party will provide an SFTP site with the required credentials for file delivery or will pick up the file from an SFTP site provided by Tyler 2. Tyler Technologies will not be responsible for making any modification in the 3rd party software to support this interface.

	3. The third-party will work with Tyler Technologies and the customer to test the interface.

Interface	**Naphcare/TechCare**
Direction	Export
Third Party	Naphcare/Techcare
Record Type	Inmate Roster
Detailed Description	Tyler's Jail Data Export job provides automated delivery of inmate roster data from Jail Manager to Naphcare/TechCare via secure file transfer. The interface generates an inmate roster file containing current population data for active inmates within the facility. Data will be delivered in either delimited format (comma or pipe-delimited) or fixed-length format as specified during implementation. Files will be transmitted via Secure File Transfer Protocol (SFTP) and generated and delivered at predetermined intervals. The roster file includes inmate demographics (name, DOB, gender, race, SSN, SO#), housing location information (facility, cell block, cell), and additional administrative fields (booking number, booking date). All data reflects the current state of the inmate population at the time of file generation. The interface will be limited to fields that exist in the Jail Data Export. No new fields will be added to Jail Manager or the existing interface.
Assumptions	1. The third-party will provide an SFTP site with the required credentials for file delivery or will pick up the file from an SFTP site provided by Tyler 2. Tyler Technologies will not be responsible for making any modification in the 3rd party software to support this interface. 3. The third-party will work with Tyler Technologies and the customer to test the interface.

Interface	**Naphcare/TechCare**
Direction	Import

Third Party	Naphcare/Techcare
Record Type	Party Flags & Jail Flags
Detailed Description	Tyler Technologies will provide a new job to call a restful web service provided by Naphcare/Techcare to import Party Caution and Jail Flags. The transfer of data will be an automated process that will occur at a frequency configurable by the customer. The interface will support one transfer method and format. The interface will be limited to fields that exist in Jail Manager. No new fields will be added to the database or user screen.
Assumptions	1. The third-party will provide a documented API that will allow access to required data via a restful web service. 2. Tyler Technologies will not be responsible for making any modification in the 3rd party software to support this interface. 3. The third-party will work with Tyler Technologies and the customer to test the interface.

Interface	**Appriss**
Direction	Export
Third Party	Vine
Record Type	Inmate Booking, Charge and Release Data
Detailed Description	Tyler's standard interface to Vine provides automated delivery of inmate booking, charges and release data from Jail Manager to Appriss. The interface generates a population file that contains all inmates in custody at the time of file generation. The interface also generates transaction files that export all changed records on a defined interval. Files will be transmitted via Secure File Transfer Protocol (SFTP) and generated and delivered at predetermined intervals. Appriss will leverage an API provided by Tyler to extract mugshots for the booking records exported in the file transfer.
Assumptions	1. The third-party will provide an SFTP site with the required credentials for file delivery or will pick up the file from an SFTP site provided by Tyler 2. Tyler Technologies will not be responsible for making any modification in the 3rd party software to support this interface. 3. The third-party will work with Tyler Technologies and the customer to test the interface.

Interface	**Numi Financial**
Direction	Export
Third Party	Numi Financial
Record Type	Inmate Roster
Detailed Description	Tyler's Jail Data Export job provides automated delivery of inmate roster data from Jail Manager to Numi Financial via secure file transfer. The interface generates an inmate roster file containing current population data for active inmates within the facility. Data will be delivered in either delimited format (comma or pipe-delimited) or fixed-length format as specified during implementation. Files will be transmitted via Secure File Transfer Protocol (SFTP) and generated and delivered at predetermined intervals. The roster file includes inmate demographics (name, DOB, gender, race, SSN, SO#), housing location information (facility, cell block, cell), and additional administrative fields (booking number, booking date). All data reflects the current state of the inmate population at the time of file generation. The interface will be limited to fields that exist in the Jail Data Export. No new fields will be added to Jail Manager or the existing interface.
Assumptions	1. The third-party will provide an SFTP site with the required credentials for file delivery or will pick up the file from an SFTP site provided by Tyler 2. Tyler Technologies will not be responsible for making any modification in the 3rd party software to support this interface. 3. The third-party will work with Tyler Technologies and the customer to test the interface.

Interface	**OD Security North America**
Direction	Export
Third Party	OD Security North America
Record Type	Inmate Roster
Detailed Description	Tyler's Jail Data Export job provides automated delivery of inmate roster data from Jail Manager to OD Security North America via secure file transfer. The interface generates an inmate roster file containing current population data for active inmates within the facility.

	Data will be delivered in either delimited format (comma or pipe-delimited) or fixed-length format as specified during implementation. Files will be transmitted via Secure File Transfer Protocol (SFTP) and generated and delivered at predetermined intervals. The roster file includes inmate demographics (name, DOB, gender, race, SSN, SO#), housing location information (facility, cell block, cell), and additional administrative fields (booking number, booking date). All data reflects the current state of the inmate population at the time of file generation. The interface will be limited to fields that exist in the Jail Data Export. No new fields will be added to Jail Manager or the existing interface.
Assumptions	1. The third-party will provide an SFTP site with the required credentials for file delivery or will pick up the file from an SFTP site provided by Tyler 2. Tyler Technologies will not be responsible for making any modification in the 3rd party software to support this interface. 3. The third-party will work with Tyler Technologies and the customer to test the interface.

Interface	**Jailhouse Mail**
Direction	Export
Third Party	Jailhouse Mail
Record Type	Inmate Roster
Detailed Description	Tyler's Jail Data Export job provides automated delivery of inmate roster data from Jail Manager to Jailhouse Mail via secure file transfer. The interface generates an inmate roster file containing current population data for active inmates within the facility. Data will be delivered in either delimited format (comma or pipe-delimited) or fixed-length format as specified during implementation. Files will be transmitted via Secure File Transfer Protocol (SFTP) and generated and delivered at predetermined intervals. The roster file includes inmate demographics (name, DOB, gender, race, SSN, SO#), housing location information (facility, cell block, cell), and additional administrative fields (booking number, booking date). All data reflects the current state of the inmate population at the time of file generation.

	The interface will be limited to fields that exist in the Jail Data Export. No new fields will be added to Jail Manager or the existing interface.
Assumptions	1. The third-party will provide an SFTP site with the required credentials for file delivery or will pick up the file from an SFTP site provided by Tyler 2. Tyler Technologies will not be responsible for making any modification in the 3rd party software to support this interface. 3. The third-party will work with Tyler Technologies and the customer to test the interface.

Interface	**Hexagon RMS – Field Arrest to Jail Manager Pending Booking Queue**
Direction	Import
Third Party	Hexagon RMS
Record Type	Pending Booking Record
Detailed Description	The Jail Manager - Hexagon RMS Integration Interface enables seamless transfer of field arrest data through a standardized API connection, where Hexagon RMS automatically submits arrest records created by officers during field operations to Jail Manager via Tyler's API Toolkit. Once Hexagon RMS initiates the API calls and submits the formatted arrest data, Jail Manager receives and validates the information before automatically placing successful imports into the Pending Booking Queue for processing by jail staff. This integration eliminates manual data entry while maintaining data integrity throughout the arrest-to-booking workflow, with Hexagon RMS handling all API initiation, formatting, and error management responsibilities, while Jail Manager provides the standardized API endpoints and queue management through Tyler's API Toolkit framework.
Assumptions	1. The third-party will leverage Tyler's API Toolkit. 2. Tyler Technologies will not be responsible for making any modification in the 3rd party software to support this interface. 3. The third-party will work with Tyler Technologies and the customer to test the interface.

Interface	**Jail Manager to Hexagon RMS – Booking Complete & Release From Custody**
Direction	Export
Third Party	Hexagon RMS
Record Type	Bookings and Releases

Detailed Description	The proposed interface leverages Tyler's Configurable Publishing tool to automatically export individual booking records from Jail Manager at two critical junctures: upon the completion of the initial booking intake process and upon inmate release. This flexible solution supports multiple data formats including XML, JSON, and CSV, and offers various delivery methods such as file drop, secure FTP, and web service endpoints to accommodate different integration requirements. Tyler will provide consulting services to configure the publishing integration within Jail Manager, ensuring seamless data export functionality, while Hexagon RMS will be responsible for consuming and processing the exported booking data on their end. This division of responsibilities ensures that Tyler maintains control over the data export configuration and delivery, while Hexagon handles the data ingestion and utilization within their Records Management System.
Assumptions	1. The interface will be limited to fields that exist in Jail Manager. No new fields will be added to Jail Manager. 2. Tyler Technologies will not be responsible for making any modification in the 3rd party software to support this interface. 3. The third-party will work with Tyler Technologies and the customer to test the interface.

Interface	**Dataworks Livescan**
Direction	Export
Third Party	Dataworks
Record Type	Inmate Demographic and arrest charges
Detailed Description	The proposed Livescan interface enables authorized end-users to transfer booking data directly from Jail Manager to Livescan machines, including Booking, Booking Charge, and Party information, thereby reducing data entry redundancy and streamlining the fingerprinting process. This interface serves as a data transfer mechanism only and does not perform data validation or submit information directly to the State; instead, the Livescan vendor and machine handle all State interface requirements and communications. The system supports two industry-standard file formats (NIST and XML) and utilizes SFTP as the transfer method. Users should understand that this interface is limited to data transfer functionality and relies entirely on the Livescan vendor's system for validation, formatting, and State submission processes.

Assumptions	1. The interface will be limited to fields that exist in Jail Manager. No new fields will be added to Jail Manager or the existing interface. 2. Tyler Technologies will not be responsible for making any modification in the 3rd party software to support this interface. 3. The third-party will work with Tyler Technologies and the customer to test the interface.

Interface	**Livescan Photo and Charge Identifier Import**
Direction	Import
Third Party	Dataworks
Record Type	Booking Photo and Arres Charge Identfier
Detailed Description	Jail Manager provides a standardized interface for importing booking photos and arrest charge identifiers directly from Livescan machines to streamline the booking process. To utilize this interface, the Livescan vendor is responsible for exporting data files that strictly adhere to Tyler Technologies' technical specifications and formatting requirements. Once the properly formatted file is generated, the vendor must deliver it via Secure File Transfer Protocol (SFTP) to a designated site provided by Tyler Technologies, ensuring secure and reliable data transmission. This automated import process eliminates manual data entry, reduces processing time, and maintains data integrity throughout the booking workflow.
Assumptions	1. The interface will be limited to fields that exist in Jail Manager. No new fields will be added to Jail Manager or the existing interface. 2. Tyler Technologies will not be responsible for making any modification in the 3rd party software to support this interface. 3. The third-party will work with Tyler Technologies and the customer to test the interface.

Exhibit D-2
Statement of Work – 12-Month On-Site Support, Post Go-Live

Riverside County Sheriff's Office

SOW from Tyler Technologies, Inc.

10/27/25

Presented to:
Riverside County Sheriff's Office
4095 Lemon Street
Riverside, CA 92501

Contact:
Hal Rathvon
Email: Hal.Rathvon@TylerTech.com
5101 Tennyson Parkway Plano, TX 75024

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1. Project Overview

Riverside County Sheriff's Office ("customer") has requested Tyler to provide on-site support services for a period of 12 months after the Jail Manager go-live. In response to this request, Tyler will assign one (1) full-time, customer-dedicated on-site support representative for completing the activities described in the role description section.

Tyler will ensure that the assigned resource is fully knowledge in the Jail Management product and familiar with Riverside configuration and business processes prior to the start of the period of performance for this SOW, currently scheduled for go-live.

2. Role Description

Roles

- Demonstrate a thorough understanding of client specific business processes that ultimately helps clients meet their business objectives.
- Demonstrate a thorough understanding of key product areas that are most impactful to the client, and how the product supports core client business processes.
- Demonstrate a thorough understanding of client environments and infrastructure.
- Demonstrate full knowledge of client contract terms and SLAs.

Responsibilities

- Troubleshoot and resolve technical issues related to Jail Manager directly or interact with other Tyler departments to bring appropriate solutions to customer issues.
- Serves as a point of contact for client escalations.
- Provide training and support to clients on how to use their systems and software effectively and advise client on operational best practices.
- Conducts periodic reviews of client system configurations and set-up based on Tyler best practices:
    - Configuration auditing
    - State reporting verification
    - System health check
    - Data backup and recovery review
    - Trend Analysis

3. Governance & Expectations

- The on-site support representative works on customer location during business hours, Monday to Friday from 8am to 5pm. The assigned resource will be able to travel between customer locations as needed.
- As per Tyler employment contracts, Tyler employees are entitled to 4 weeks of Personal Time Off. (PTO). While the on-site support representative is on PTO, the Client Executive and/or assigned Support personnel will act as main point of contact and Tyler will ensure adequate remote support.

- Weekend work could be arranged with one-month notice. Client understands that working schedule for the subsequent week of the assigned resources will be adjusted to account for the day-equivalent worked over the weekend.
- It is not expected that the assigned on-site support representative will need to attend corporate meetings or training sessions during the duration of this engagement.
- Tyler will provide the best effort to ensure continuity of the resource assigned to this engagement. In the event of changes to the resource assigned to this engagement due to either modifications in employment status or based on customer's request to change the assigned resource, Tyler will make best effort to provide at least two-week notice to the customer. During the period of time necessary for Tyler to identify, hire, and train an alternative resource, Tyler will continue to provide support to the customer remotely via the assigned Client Executive. RSO will be responsible for payment during ramp-up period as long as Tyler provides a level of services in alignment with this SOW requirements.



HEXAGON

PRIMARY CONTRACTING DOCUMENT

This Primary Contracting Document together with the Master Terms referenced and incorporated below constitutes a Master Agreement by and between **RIVERSIDE COUNTY,** a political subdivision of the State of California ("Customer" or the "County"), and **INTERGRAPH CORPORATION, A DELAWARE CORPORATION** ("Hexagon" or "Contractor"), and is binding upon the Parties on the Effective Date.

RECITALS

WHEREAS, the Customer issued Request for Proposal SHARC-525 for Public Safety Software (the "RFP");

WHEREAS, Hexagon submitted a response to SHARC 525 Request For Proposal (the "Proposal");

WHEREAS, after conducting due diligence on the various responses submitted as part of the RFP, including the Proposal and supplemental information, the County found the Proposal to be most advantageous proposal to the County and it now desires to enter into this Master Agreement (comprised of this Primary Contracting Document, the Master Terms and Exhibits thereto) and Orders with Hexagon.

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

1. Those certain Master Terms and Conditions ("Master Terms") attached hereto as Attachment A are incorporated into this Master Agreement as if fully set forth herein.

2. All capitalized terms in this Primary Contracting Document shall have the same meaning as provided in the Master Terms except as may be otherwise defined herein.

3. Any notice to be given pursuant to Section 13 of the Master Terms shall be directed to each Party at the following address, which reflects the Customer's location, in accordance with the Master Terms.

RIVERSIDE COUNTY SHERIFF'S OFFICE:	HEXAGON:
Attn: Technology Services Bureau	Attn: Legal Department
3650 14th Street	305 Intergraph Way
Riverside, CA 92501	Madison, Alabama 35758
Mthompson@riversidesheriff.org	victor.vasile@hexagon.com
With copy to:	(256) 730-2000
Sfavero@riversidesheriff.org	

4. In executing this Primary Contracting Document, the Parties simultaneously accept, without need to execute any other Order Documents, Order 1: the SOW for the HxGN OnCall Dispatch and OnCall Records Implementation and Licenses ("Order 1") Order 2: the SOW for the Resident System Administrator ("Order 2"), and the SOW for Hardware and Third Party Software ("Order 3" and collectively with Order 1 and Order 2, the "Initial Orders"). The summary pricing for the Initial Orders being accepted through this Primary Contracting Document is reflected below and described in more particularity in the respective Order Documents. Any Change Order to those Order Documents affecting price shall also simultaneously change the information in the table below without the need to separately execute an Amendment.

DEC 0 9 2025 3.47

Initial Orders Pricing Summary		
Order Name	**Description**	**Fee**
Order 1		
	Implementation and Licensure of OnCall Dispatch and OnCall Records	$11,959,493
Order 2	RSA Order	$720,000
Order 3	Hardware and Third Party Software Order	$2,648,340
TOTAL		**$15,327,833**

5. Additional Terms:
    a. The Board of Supervisors and the County Purchasing Agent and/or his/her designee are the only authorized representatives of the County who may at any time, by written order, agree to amend the Master Agreement on behalf of the County.

    b. The CONTRACTOR covenants that it presently has no interest, including, but not limited to, other projects or contracts, and shall not acquire any such interest, direct or indirect, which would conflict in any manner or degree with CONTRACTOR's performance under this Master Agreement. The CONTRACTOR further covenants that no person or subcontractor having any such interest shall be employed or retained by CONTRACTOR under this Master Agreement.

    c. The CONTRACTOR shall not, under circumstances which could be interpreted as an attempt to influence the recipient in the conduct of his/her duties, accept any gratuity or special favor from individuals or firms with whom the CONTRACTOR is doing business or proposing to do business, in accomplishing the work under this Master Agreement.

    d. The CONTRACTOR or its employees shall not offer gifts, gratuity, favors, and entertainment directly or indirectly to COUNTY employees.

    e. No contract shall be made by the CONTRACTOR with any other party for furnishing any of the work or services under this Agreement without the prior written approval of the COUNTY or as otherwise documented and accepted by the County in Order Documents; but this provision shall not require the approval of contracts of employment between the CONTRACTOR and personnel assigned under this Master Agreement, or for parties named in the proposal and agreed to under this Master Agreement.

    f. CONTRACTOR shall not discriminate in the provision of services, allocation of benefits, accommodation in facilities, or employment of personnel on the basis of ethnic group identification, race, religious creed, color, national origin, ancestry, physical handicap, medical condition, marital status or sex in the performance of this Agreement; and, to the extent they shall be found to be applicable hereto, shall comply with the provisions of the California Fair Employment and Housing Act (Gov. Code 12900 et. seq), the Federal Civil Rights Act of 1964 (P.L. 88-352), the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) and all other applicable laws or regulations in its employment practices.

    g. CONTRACTOR shall make available at its principle place of business, upon written request by any duly authorized Federal, State, or COUNTY agency, a copy of this Agreement and such books, documents and records as are necessary to validate the nature and extent of the CONTRACTOR's costs related to this Agreement. All such books, documents and records shall be maintained by CONTRACTOR for at least five

years following termination of this Master Agreement and be available for audit by the COUNTY at Contractor's primary place of business. CONTRACTOR shall make available to the COUNTY at Contractor's primary place of business reports and information related to the fees invoiced and or paid under this Master Agreement as requested by COUNTY.

h. The COUNTY Purchasing Agent, or designee, shall administer this Agreement on behalf of the COUNTY. The COUNTY Purchasing Agent, or designee, is to serve as the liaison with CONTRACTOR and Administrator in connection with this Agreement.

i. In order to comply with child support enforcement requirements of the State of California, the COUNTY may be required to submit a Report of Independent Contractor(s) form DE 542 to the Employment Development Department. The CONTRACTOR agrees to furnish the required data and certifications to the COUNTY within 10 days of notification of award of Agreement when required by the EDD. This data will be transmitted to governmental agencies charged with the establishment and enforcement of child support orders. Failure of the CONTRACTOR to timely submit the data and/or certificates required may result in the contract being awarded to another contractor. In the event a contract has been issued, failure of the CONTRACTOR to comply with all federal and state reporting requirements for child support enforcement or to comply with all lawfully served Wage and Earnings Assignments Orders and Notices of Assignment shall constitute a material breach of Agreement. If CONTRACTOR has any questions concerning this reporting requirement, please call (916) 657-0529. CONTRACTOR should also contact its local Employment Tax Customer Service Office listed in the telephone directory in the State Government section under "Employment Development Department" or access their Internet site at www.edd.ca.gov.

j. CONTRACTOR shall comply with all air pollution control, water pollution, safety and health ordinances, statutes, or regulations, which apply to performance under this Agreement.

k. This Master Agreement will not constitute an endorsement or suggestion, by the COUNTY, that the CONTRACTOR'S product or services are the best or only solution. The CONTRACTOR agrees to make no reference to the Riverside County Sheriff's Office in any literature, promotional material, brochures, sales presentation or the like without the express written consent of the COUNTY.

l. Electronic Signatures. This Agreement may be executed in any number of counterparts, each of which will be an original, but all of which together will constitute one instrument. Each party to this Agreement agrees to the use of electronic signatures, including digital signatures, that meet the requirements of the California Uniform Electronic Transactions Act ("CUETA") (Cal. Civ. Code §§ 1633.1 to 1633.17). The parties further agree that the electronic signatures are intended to authenticate this writing and to have the same force and effect as manual signatures. Electronic signature means an electronic sound, symbol, or process attached to or logically associated with an electronic record and executed or adopted by a person with the intent to sign the electronic record pursuant to the CUETA, as amended from time to time. Digital signature means an electronic identifier, created by computer, intended by the party using it to have the same force and effect as the use of a manual signature, and shall be reasonably relied upon by the parties. For purposes of this section, a digital signature is a type of "electronic signature" as defined in Section 1633.2 of the Civil Code.

6. In consideration of the mutual obligations assumed under this Primary Contracting Document, Customer and Hexagon agree to the terms and conditions set forth herein and represent that this Primary Contracting Document has been executed by each Party's duly authorized representative. The signatories represent that they have the authority to bind their respective organizations to this Primary Contracting Document. This Primary Contracting Document may be executed in counterparts or in duplicate originals. Each counterpart or each duplicate shall be deemed an original copy of this Primary Contracting Document signed by each Party for all purposes.

IN WITNESS WHEREOF, the Parties have caused their duly authorized representative to execute this Master Agreement.

COUNTY OF RIVERSIDE, a political subdivision of the State of California

By:_____
V. Manuel Perez, Chair
Board of Supervisors

Dated: DEC 0 9 2025

ATTEST:

Kimberly Rector

Clerk of the Board

By:_____
Deputy

APPROVED AS TO FORM:
Minh C. Tran
County Counsel

By:_____
Amrit P. Dhillon
Deputy County Counsel

INTERGRAPH CORPORATION, a Delaware corporation

Tiffany Taylor

By:_____
Name: Tiffany Taylor
Title: Finance Director

Dated: 11/05/2025

DEC 0 9 2025 3.47

Attachment A



HEXAGON

MASTER TERMS AND CONDITIONS

These Master Terms and Conditions (the "Master Terms") govern transactions and relations between Customer and Hexagon (each a "Party" and collectively the "Parties").

Hexagon will make available to Customer certain proprietary software, including related proprietary Documentation; software maintenance services; Equipment/Content; DevTools; Cloud Programs; and professional services; and other items, which will be provided to Customer pursuant to these Master Terms and an Order. Before Hexagon will provide any items or services (including the Services), Customer must agree to these Master Terms and to the terms of a corresponding Order. The Parties agree these Master Terms will govern each Order. To the extent the Master Agreement purports to impose obligations, restrictions, or limitations upon Customer's Affiliates or Users, Customer shall be responsible to Hexagon for Customer's Affiliates' and Users' compliance with such terms and shall procure Customer's Affiliates and Users compliance.

These Master Terms consist of the following:

- The General Terms and Conditions set forth below;
- Exhibit A – End User License Agreement;
- Exhibit A-1 – Addendum for Site License;
- Exhibit B – Maintenance Terms and Conditions for Software;
- Exhibit C – Sample Project Deliverable Sign-Off Form;
- Exhibit D – RESERVED;
- Exhibit E – RESERVED;
- Exhibit F – COTS Training Program Terms;
- Exhibit G – Common Terms Glossary
- Exhibit H – Business Associate Agreement
- Exhibit I – Use Terms; and
- Exhibit J – Data Processing Addendum

GENERAL TERMS AND CONDITIONS

1 Definitions. All capitalized terms not otherwise defined herein shall have the meaning set forth in Exhibit G (Common Terms Glossary). Words used herein in the singular, where the context so permits, shall be deemed to include the plural, and vice versa.

2 Elements of an Order.

2.1 Order Composition. Each Order will be comprised of Order Documents, including any applicable Schedule(s). An Order is formed only once both Parties accept the Order Documents, which the Customer shall do by executing the Order Documents and/or issuing a PO in connection with the Order Documents. Orders shall be effective as of the date both Parties accept the Order Documents except where the Order is for a term-based offering (e.g., Subscription License), in which case the Order shall commence as of the date specified in the Order Documents, if provided.

2.2 Schedules. Any Schedules applicable to Products or items purchased in an Order are incorporated and are either included in the Order Documents or, in the absence thereof, accessible via hyperlinks contained within Exhibit G, provided, however, the Schedules accessed via hyperlink in place at execution of this Agreement shall not be changed except by written amendment executed by both Parties. If a Product or item is not listed in the document(s) accessed via hyperlinks provided in Exhibit G, and related

Schedule(s) are not otherwise included in the Order Documents, then that Product or item does not have a corresponding Schedule.

2.3 Pricing. Order Documents shall describe basic pricing and include other details relevant to the offerings included in the Order.

2.4 Change Control. During the course of Hexagon's performance under an Order, either Party may request a change in the scope of the Order in writing, delivered to the other Party. Any changes in price, schedule, or other terms must be documented either by an amendment or Change Order. No change, as contemplated in this paragraph, shall become effective until set forth in a mutually executed writing.

2.5 Acceptance of an Order. Acceptance will occur based upon the following:

2.5.1 For Fixed Price Project Assignments, not governed by Exhibit F, acceptance shall occur when the applicable Task Acceptance Criteria has been satisfied in accordance with the Task Acceptance Process.

2.5.2 For Time and Materials Project Assignments and Maintenance Services, the Services are accepted as performed, provided, the Services are performed in a manner consistent with the standard of care for a reasonably prudent computer software service provider.

2.5.3 For a Cloud Program, acceptance occurs when the License Keys are provided to Customer.

2.5.4 For all Orders not described more specifically above, acceptance occurs once the ordered item has been delivered or access to the ordered item has been provided. The parties mutually assent to the acceptance standard agreed to by both parties expressly set forth in the Order Documents.

3 Composition of the Master Agreement.

3.1 Components. The agreement between the Parties (herein referred to as the "Master Agreement") consists of: (1) the Primary Contracting Document, (2) these Master Terms (including the General Terms and Conditions and all Exhibits), (3) any amendments to the Master Agreement, (4) Orders, together with any Change Orders, that may be delivered, prepared, or issued after the Effective Date, and (5) all documents, including applicable Schedules and documents referenced via hyperlink, incorporated by reference in the documents identified in this Section. For certain Third Party Software, Third Party Terms will also be applicable and be considered as part of the Master Agreement through written Schedule mutually agreement upon by Hexagon and County.

3.2 Order of Precedence. In the event of any conflict or inconsistency among documents forming the Master Agreement, the following order of precedence shall be used to determine the resolution of the discrepancy, unless the Parties mutually agree in writing to an alternative decision:

(1) Any amendments to the Master Agreement;

(2) The Primary Contracting Document;

(3) Applicable Schedules;

(4) These Master Terms (excluding Exhibits);

(5) Exhibits to these Master Terms; and

(6) Order Documents, if any, in addition to items specifically identified in this Section 3.2 above.

For only Third Party Software subject to Third Party Terms, the Third Party Terms shall have precedence in the event of a conflict between the Third Party Terms and any other terms of the Master Agreement.

4 Invoicing and Payment.

4.1 Invoices. Invoices shall be issued based upon the contents of the Order.

4.1.1 For Fixed Price Project Assignments Hexagon may invoice Customer upon completion of a payment milestone identified in the Order Documents in accordance with the Task Acceptance Process, or when applicable, in accordance with Exhibit F; provided however, if this type of Order also includes Subscription Licenses or Cloud Program(s), the fees for such shall be due in accordance with Exhibits E and D, respectively.

4.1.2 For Product(s) or items not included within an Order for a Fixed Price Project Assignment or otherwise more specifically addressed in this Section 4, Hexagon may invoice Customer for the full amount set forth in the Quote in addition to any applicable freight/shipping charges upon delivery of or access having been provided to any of the Product(s) or items identified in the Order Documents.

4.1.3 Time and Materials Project Assignments shall be billed and invoiced monthly as the hours are expended and Onsite Fees are incurred, or after all hours set forth in the Order Documents have been expended, whichever occurs first.

4.1.4 Maintenance Services not included within an Order for a Fixed Price Project Assignment or Product Order shall be billed and invoiced in accordance with Exhibit B.

4.1.5 Cloud Program(s) (even if included within a Fixed Price Project Assignment) shall be billed and invoiced in accordance with Exhibit D.

4.2 Payment. Customer shall make payment for any invoices issued by Hexagon within thirty (30) calendar days of the date the invoice was issued as set forth above in Section 4.1.

4.3 Late Payment. If Customer does not make timely payment within ninety (90) days after the invoice was issued an interest charge of one percent (1%) per Month (or the maximum allowed by law, whichever is less), compounded monthly, will be due on any unpaid and overdue amounts. As it pertains to Equipment, Hexagon shall retain a security interest in the Equipment. If Customer is late or otherwise in default of its payment obligations for Equipment, then Hexagon may, in addition to any other remedies available, exercise remedies of a secured party regarding the Equipment.

4.4 Taxes. The purchase price is exclusive of all federal, state, and/or local taxes. Any taxes applied to this sale by a federal, state, and/or local taxing authority will be the responsibility of Customer. Such taxes do not include franchise taxes or taxes based on net income. If Customer is claiming tax-exempt status, it must submit the proper documentation satisfactory to Hexagon evidencing its tax-exempt status. Applicable taxes may be invoiced at any time such taxes become fixed and certain.

5 Term and Termination.

5.1 Term. The Term of the Master Agreement shall begin on the Effective Date and remain in effect for a period of sixty (60) consecutive Months or until the Master Agreement is earlier terminated pursuant to the terms set forth herein or by mutual agreement of the Parties. This Master Agreement may be renewed in writing for an additional period of sixty (60) consecutive months. An Order that is executed prior to the expiration of the term of the Master Agreement shall be governed by the Master Agreement even if the Master Agreement Term expires during the performance of the Order. To the extent Customer executes an Order pursuant to later issued master terms, then this Master Agreement shall terminate upon completion of all Orders executed hereunder regardless of the amount of time remaining in the Term.

5.2 Termination for Convenience. Either Party may terminate the Master Agreement or an Order in its sole discretion at any time upon providing the other Party with thirty (30) days written notice. In the event of a termination pursuant to this paragraph, Customer agrees to pay Hexagon for the Work performed and Product(s) or items delivered and provided, provided, however, such work was performed in accordance with the standard of care for a reasonably prudent computer software service provider, plus the cost of any labor and/or Product(s) or items ordered in good faith prior to notice of termination that could not be canceled, less amounts previously paid by Customer for such Work and/or Product(s) or items. Hexagon is entitled to retain all amounts paid under any Order prior to termination. To the extent a Party exercises its right to terminate a specific Order, that termination shall have no effect upon the remaining Master Agreement, which, along with any other active Orders, shall remain in full force and effect. If a Party desires to terminate the Master Agreement, then the Parties shall proceed to wind down all ongoing work under the respective Orders in effect under the Master Agreement by the termination date. Each Party shall take commercially reasonable steps to bring the work to a close and to reduce its costs and expenditures.

5.3 Termination for Cause. Either Party may terminate the Master Agreement or a specific Order, as the case may be, in the event the other Party materially breaches a material term of the Master Agreement or any Order.

5.3.1 In the event a Party materially breaches an Order, the non-breaching Party may terminate the Order only after providing a sixty (60) calendar day cure period to cure such breach and the breach has not been cured, except for material breaches arising from non-payment. During the

sixty (60) day cure period, the Parties shall try to determine a mutually agreeable plan to cure such breach. If such breach cannot be cured or an acceptable plan is not provided within the sixty (60) day cure period, the non-breaching Party may, but does not have the obligation to, terminate the Order.

5.3.2 In the event a Party materially breaches the Master Agreement or multiple Orders, the non-breaching Party may terminate the Master Agreement only after providing a sixty (60) calendar day cure period to cure such breach and the breach has not been cured except for material breaches arising from non-payment. During the sixty (60) day cure period, the Parties shall try to determine a mutually agreeable plan to cure such breach. If such breach cannot be cured or an acceptable plan is not provided within the sixty (60) day cure period, the non-breaching Party may, but does not have the obligation to, terminate the Master Agreement. If the Master Agreement is terminated pursuant to this paragraph, by the termination date, Hexagon will stop all Work pursuant to any Orders arising under the Master Agreement.

5.3.3 If the Master Agreement or any one or more Orders is terminated pursuant to paragraphs 5.3.1 or 5.3.2, Hexagon will stop all Work with respect to impacted Orders as soon as practicable and shall be entitled to payment for all Work performed in a manner consistent with a reasonably prudent computer software vendor as well as Product(s) provided on all impacted Orders up to the termination date, less amounts previously paid by Customer under the affected Orders. In the event either Party terminate under section 5.3, the Parties may at their discretion elect to enter into a resolution agreement; however, the Parties acknowledge neither Party has any contractual obligation to submit or accept any offer for resolution. If the Master Agreement or Order is terminated pursuant to this section the Parties may negotiate a resolution agreement to address termination of an Order or Agreement that is acceptable to both Parties.

5.3.4 Notwithstanding the foregoing, Hexagon may suspend its performance of or terminate any Order or the Master Agreement for cause if payment is not received within ninety (90) days following the date when payment was due. In the event an Order is suspended or terminated for cause, Hexagon shall be entitled to, and Customer agrees to pay Hexagon, payment for Work performed and/or Product(s) delivered on said Order up to the suspension or termination date, less amounts previously paid by Customer under the affected Orders. Hexagon is entitled to retain all amounts paid under any Order prior to its termination for Work performed in a manner consistent with a reasonably prudent computer software vendor. If Hexagon suspends an Order under this paragraph, then it may thereafter terminate the Order upon giving written notice to Customer with thirty (30) days prior written notice given.

5.3.5 Notwithstanding the foregoing, Customer may not exercise a termination pursuant to the terms of Section 5.3 if Hexagon's material breach of the terms and conditions of the Master Agreement or any Order thereunder is caused or partially caused by Customer's negligence or failure to perform its obligations.

6 Ownership.

6.1 Customer acknowledges Hexagon will retain ownership and title of Hexagon IP made or provided pursuant to any Order. All Software (including Software embedded within Equipment) provided under the Master Agreement is licensed to Customer in accordance with Exhibit A (End User License Agreement), except as it is inconsistent with the terms set forth herein. Third Party Software, including any Software developed by a third party embedded within Equipment, is licensed to Customer pursuant to Third Party Terms or as otherwise specified in the applicable E/C Schedule.

6.2 As it pertains to any Equipment, and only Equipment, provided to Customer under an Order, the Customer shall receive title to and ownership of the Equipment identified in the Order Documents, excluding any IPR pertaining to the Equipment and Software provided with the Equipment, FOB place of destination and subject to Customer's payment of all amounts owed for the Equipment.

6.3 Customer shall own Customer Data. Customer grants Customer Data Rights to Hexagon, to, among other things, facilitate Hexagon's performance of its obligations.

7 Warranties.

7.1 Software. The Software Products licensed under Exhibit A are warranted to meet Minimal Operations Levels for a period of ninety (90) days from the initial installation; provided that Software

Products covered by a Maintenance Contract between Customer and Hexagon shall instead be warranted and supported as stated in the Maintenance Contract.

7.2 Subsystem Warranty Coverage. For, and only for, new Subsystems procured/implemented pursuant to an Order under these Master Terms, the warranty coverage shall be set forth in the applicable Order Documents, which shall be in lieu of the warranty coverage set forth in Section 7.1.

7.3 Equipment Warranty Coverage. If Equipment supplied by Hexagon is provided with a warranty or other Equipment support, then the extent of the Equipment support is provided within the corresponding E/C Schedule or other Order Documents.

7.4 Third-party Warranty Coverage. To the extent no warranty or Equipment support is described in the applicable E/C Schedule or other Order Documents, third-party products supplied by Hexagon, are provided with a pass-through-warranty from the original manufacturer, if any.

7.5 Disclaimer. Any product information Hexagon has shared with Customer during the proposal and/or contract activities to date was to provide an understanding of Hexagon's current expected direction, roadmap, or vision and is subject to change at any time at Hexagon's sole discretion. Hexagon specifically disclaims all representations and warranties regarding future features or functionality to be provided in any Software or Deliverable(s). Hexagon does not commit to developing the future features, functions, and/or products discussed in this material beyond that which is specifically committed to being provided by Hexagon pursuant to a valid Order. Customer should not factor any future features, functions, or products into its current decisions since there is no assurance that such future features, functions, or products will be developed. When and if future features, functions, or products are developed, they may be made generally available for licensing by Hexagon.

7.6 Warranty Disclaimer. EXCEPT AS SPECIFICALLY SET FORTH IN THIS ARTICLE, HEXAGON DISCLAIMS (TO THE FULLEST EXTENT PERMITTED BY LAW) ALL WARRANTIES ON PRODUCTS FURNISHED PURSUANT TO THE MASTER AGREEMENT, INCLUDING ALL WARRANTIES OF MERCHANTABILITY, DURABILITY, FITNESS FOR A PARTICULAR PURPOSE, HIGH RISK USE, AND NON-INFRINGEMENT. ALL WARRANTIES PROVIDED PURSUANT TO THIS MASTER AGREEMENT ARE VOID IF FAILURE OF A WARRANTED ITEM RESULTS DIRECTLY OR INDIRECTLY FROM AN UNAUTHORIZED USE OR MISUSE OF A WARRANTED ITEM MUTUALLY AGREED UPON AS AN UNAUTHORIZED USE OR MISUSE, INCLUDING, WITHOUT LIMITATION, USE OF A WARRANTED ITEM UNDER ABNORMAL OPERATING CONDITIONS OR UNAUTHORIZED MODIFICATION OR REPAIR OF A WARRANTED ITEM OR FAILURE TO ROUTINELY MAINTAIN A WARRANTED ITEM. THE WARRANTIES SET FORTH IN THIS ARTICLE 7 ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, AND, EXCEPT AS SET FORTH IN THE ARTICLE TITLED "INDEMNIFICATION PROVISIONS" BELOW, REPRESENT THE FULL AND TOTAL WARRANTY OBLIGATION AND/OR LIABILITY OF HEXAGON.

8 LIMITATION OF LIABILITY

IN NO EVENT WILL HEXAGON BE LIABLE FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, PUNITIVE OR SPECIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, LOST PROFITS, LOSS OF USE OR PRODUCTION, LOSS OF REVENUE, LOSS OF DATA, OR CLAIMS OF THIRD PARTIES, EVEN IF HEXAGON HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

FOR CLAIMS OR DAMAGES ARISING FROM ORDER 1, UNDER NO CIRCUMSTANCE WILL HEXAGON'S LIABILITY UNDER ORDER 1 EXCEED THE AMOUNT THAT HEXAGON HAS BEEN PAID BY CUSTOMER UNDER ORDER 1. FOR CLAIMS OR DAMAGES ARISING FROM ANY OTHER ORDER, EXCLUDING ORDER 1, IN NO CIRCUMSTANCE WILL HEXAGON'S LIABILITY UNDER THAT ORDER EXCEED TWO TIMES THE AMOUNT THAT HEXAGON HAS BEEN PAID BY CUSTOMER UNDER THE INDIVIDUAL ORDER UNDER WHICH THE EVENT GIVING RISE TO THE CAUSE OF ACTION HAS OCCURRED.

9 Indemnification Provisions.

CONTRACTOR 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 CONTRACTOR, its officers, employees, subcontractors, agents or representatives arising out of a third-party claim for (a) property damage, bodily injury, or death caused by CONTRACTOR'S negligence or any

other element of any kind or nature , or (b) a data breach, as such term is defined by applicable law, caused by CONTRACTOR'S negligence, while County's Data is in CONTRACTOR'S possession. CONTRACTOR shall defend, at its sole expense, all costs, and fees including, but not limited, to attorney fees, cost of investigation, defense and settlements or awards, the Indemnitees in any claim

With respect to any action or claim subject to indemnification herein by CONTRACTOR, CONTRACTOR shall, at their 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 CONTRACTOR'S indemnification to Indemnitees as set forth herein. County shall provide prompt written notice to CONTRACTOR of a claim. COUNTY shall cooperate with CONTRACTOR in the defense of a claim arising hereunder.

CONTRACTOR'S obligation hereunder shall be satisfied when CONTRACTOR has provided to COUNTY the appropriate form of dismissal relieving COUNTY from any liability for the action or claim involved.

The specified insurance limits required in this Agreement shall in no way limit or circumscribe CONTRACTOR'S obligations to indemnify and hold harmless the Indemnitees herein from third-party claims.

10 Insurance.

10.1 Policies and Coverage Amounts. Hexagon agrees to procure and maintain in force during the term of the Master Agreement, at its own cost, the following policies and amounts of coverage:

10.1.1 Workers' Compensation Insurance as required state statute or regulation.

10.1.2 Commercial General Liability Insurance with minimum combined single limits of ONE MILLION DOLLARS ($1,000,000) each occurrence and ONE MILLION DOLLARS ($1,000,000) general aggregate. The policy shall be applicable to all premises and operations. The policy shall include coverage for bodily injury, broad form property damage, and personal injury.

10.1.3 Automobile Liability Insurance with minimum combined single limits for bodily injury and property damage of not less than ONE MILLION DOLLARS ($1,000,000) for any one occurrence, with respect to each of Hexagon's owned, hired or non-owned vehicles assigned to or used in performance of the services or work under the Master Agreement.

10.1.4 Umbrella/Excess Coverage with minimum combined single limits of FOUR MILLION DOLLARS ($4,000,000) per occurrence.

10.1.5 Errors and Omissions and Cyber Coverage with minimum combined single limit of FOUR MILLION DOLLARS ($4,000,000) per occurrence.

10.2 Certificate of Insurance. If required or requested: a Certificate of Insurance shall be completed by Hexagon's insurance agent(s) as evidence that policies providing the required coverage amounts, conditions, and minimum limits are in full force; and, the completed Certificate of Insurance shall be sent to the contact person identified in the Primary Contracting Document.

10.3 Insurance Deductible. Hexagon shall be solely responsible for any deductible losses under the policies required above.

10.4 Additional Insured. The Customer, its agencies, district, special districts, and departments, their respective directors, officers, Board of Supervisors, employees, elected or appointed officials, officers, and agents shall be named as an additional insured for the policies listed in 10.1.2, 10.1.3, 10.1.4 listed above.

10.5 The Worker's Compensation policy shall be endorsed to waive subrogation in favor of The County of Riverside.

10.6 Additional Insurance Terms.

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) The CONTRACTOR must declare its insurance self-insured retention or deductibles for each coverage required herein and responsible for the same.

3) CONTRACTOR shall cause CONTRACTOR'S insurance carrier(s) to furnish the County of Riverside with a properly executed Certificate(s) of Insurance and copies of blanket endorsements effecting coverage as required herein Further, CONTRACTOR shall give thirty (30) days written notice the County of Riverside prior to any material modification, cancellation, expiration or reduction in coverage of such insurance. 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 Certificate of Insurance and all blanket endorsements and attachments thereto evidencing coverage's set forth herein and the insurance required herein is in full force and effect. CONTRACTOR shall not commence operations until the COUNTY has been furnished Certificate (s) of Insurance and copies of blanket endorsements. An individual authorized by the insurance carrier shall

4) It is understood and agreed to by the parties hereto that the CONTRACTOR'S 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.

5) 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 five (5) years; the COUNTY and CONTRACTOR will mutually agree to any changes in coverage types and amounts.

6) CONTRACTOR shall pass down the insurance obligations contained herein to all tiers of subcontractors working under this Agreement.

7) The insurance requirements contained in this Agreement may be met with a program(s) of self-insurance acceptable to the COUNTY.

8) CONTRACTOR agrees to notify COUNTY of any claim by a third party or any incident or event insurable under the CGL, Auto, or Workers Compensation Policies that may give rise to a claim arising from the performance of this Agreement.

11 Security and Breach Notification.

11.1 Hexagon shall take reasonable industry action to prevent, detect, identify, report, track and respond to Security Incidents. In the event of a Security Incident, Hexagon will provide a Security Incident report to the Customer or its Affiliates via the Designated Portal. The report shall be provided within twenty-four (24) Business Hours following Hexagon's discovery, confirmation, and investigation of a Security Incident.

12 Dispute Resolution.

12.1 Resolution Protocol. The Parties shall exercise their best efforts to negotiate and settle promptly any dispute that may arise with respect to the Master Agreement or Order made pursuant to the Master Agreement ("Dispute") in accordance with the provisions set forth herein, except for disputes for non-payment. If either Party disputes any provision of the Master Agreement (the "Disputing Party"), or the interpretation thereof, or any conduct by the other Party under the Master Agreement, the Disputing Party shall bring the matter to the attention of the other Party at the earliest possible time in order to resolve the Dispute, except for Disputes for non-payment. If such Dispute is not promptly resolved by the employees responsible for the subject matter of the Dispute, the Disputing Party shall be permitted to deliver to the non-disputing Party's contact person identified in the Primary Contracting Document a written notice of the Dispute, whereupon the Parties shall endeavor in good faith to escalate the Dispute to appropriate executives for each Party for resolution within fifteen (15) Business Days, or such longer period as to which the Parties may mutually agree.

12.2 Mediation. To the extent a Dispute is not resolved through the process outlined in the previous section and remains unresolved, the Parties agree to enter into non-binding mediation to resolve the Dispute. Within sixty (60) calendar days, of the issuance of the Dispute notice, or such longer period that is mutually agreeable to the Parties, the Parties agree to identify a mutually acceptable mediator who shall mediate the Dispute. If, after making reasonable efforts to identify a mutually acceptable mediator and no later than fifty (50) calendar days after the issuance of the Dispute Notice, the Parties are unable to identify such a mediator, the Disputing Party shall provide the non-disputing Party with a list of five (5) proposed mediators. The non-disputing Party shall have five (5) Business Days from receipt of such list from the Disputing Party to identify one proposed mediator on the list to use as a mediator. If the non-disputing Party fails to identify and communicate its choice to the Disputing Party in the time allotted, then the Disputing Party shall be permitted to unilaterally identify the mediator from the list of five (5) mediators previously given who shall mediate the Dispute. The mediator shall be an attorney licensed to practice law

in the state courts identified in section below titled "Governing Law." Subject to the mediator's availability, the Parties agree to mediate the Dispute within thirty (30) days after the Parties have identified a mediator who has agreed to mediate the Dispute. To the extent the mutually identified mediator is unavailable, unwilling, or unable to mediate the Dispute, the Parties shall utilize the same steps listed above to identify a new mutually agreeable mediator. To the extent the Disputing Party had to prepare a list of proposed mediators previously, it shall prepare and transmit a revised list within five (5) Business Days of receiving notice of the proposed mediator's unavailability. Subject to the mediator's requirements, the Parties agree they shall be permitted to attend the mediation via telephone or video conferencing. The Parties agree to pay in equal shares the mediator's fee and expenses unless otherwise agreed to pursuant to a settlement agreement.

12.3 Prerequisites to Litigation. Except for Disputes for non-payment, only after the Parties have endeavored to resolve the Dispute through the processes outlined in the immediately preceding two sections may a Party commence litigation to resolve the dispute.

12.4 Injunctive Relief. Notwithstanding the foregoing, either Party may, before or during the exercise of the informal dispute resolution procedures set forth above, apply to a court identified in the section titled "Governing Law" for a temporary restraining order or preliminary injunction where such relief is necessary to protect its interests pending completion of such informal dispute resolution procedures.

13 Notices.

All notices given between the Parties shall be in writing and shall be considered properly sent by postage prepaid United States Mail or overnight carrier to the Customer and/or Hexagon representative, as applicable and identified in the Primary Contracting Document, or such substitutes as may hereafter be disclosed by proper notification. Parties shall also provide notices by email to the person or persons identified by the parties on the same day as notice is placed in the United States Mail.

14 Force Majeure.

Neither Party shall be deemed to be in default of any provision of the Master Agreement or an Order or be liable for any delay, failure in performance, or interruption of service resulting from acts of war, acts of terrorism, criminal acts, acts of God, natural disaster, fire, lightning, acts of or restriction imposed by civil or military authority, pandemics, epidemics, cyber-attack, labor disruption, civil disturbance, expropriation, embargo, lawful export restriction, or any other cause beyond its reasonable control. This section does not relieve or suspend a Party's obligation to pay money to the other Party under the terms of the Master Agreement.

15 Place of Performance.

To the extent necessary, Customer agrees to provide appropriate workspace and workplace accommodations; computer equipment; software; access to relevant data, documents, plans, reports, and analyses; and necessary access for Hexagon personnel to perform work on an Order. To the extent work is performed remotely, Customer must provide VPN or secured remote connectivity (including a login and password) to all servers and workstations requiring installation/configuration by Hexagon.

16 Amendments.

Any and all amendments to the Master Agreement shall be in writing specifically reference the fact the amendment is intended to alter these Master Terms and executed by authorized representatives of both Parties. No Order or Change Order shall affect these Master Terms, unless expressly stated in such document.

17 Confidential Information.

The Parties agree not to disclose Confidential Information provided to it by the Disclosing Party to the maximum extent allowable under applicable law unless it first obtains the Disclosing Party's written consent to such disclosure. It is further understood and agreed that money damages may not be a sufficient remedy for any breach of this provision of the Master Agreement by the Receiving Party and the Disclosing Party may seek equitable relief, including injunction and specific performance, as a remedy for any such breach. Such remedies shall not be deemed to be the exclusive remedies for a breach of this provision of the Master Agreement but will be in addition to all other remedies available at law or equity. The covenants set forth herein and the rights and obligations related thereto shall continue for a period of five (5) years from the date of disclosure. The Parties acknowledge that Customer is subject to state and federal disclosure laws and the obligations hereunder are subordinate to the provisions of those respective laws.

18 Personal Data.

18.1 Where Personal Data is provided by the Customer to Hexagon, the Customer shall act as the data controller and shall be responsible for complying with all applicable data protection laws. Hexagon shall act as the data processor in respect of such Personal Data and shall process the Personal Data in accordance with applicable data protection laws. The Customer acknowledges and agrees that Hexagon is not capable of being a data controller due to Hexagon's inability to determine the purpose and means of the processing of Personal Data provided by Customer to Hexagon. To the extent that: (a) Personal Data of Users or Authorized Cloud Users provided by the Customer to Hexagon pursuant to the Master Agreement is subject to the European Union General Data Protection Regulation 2016/679, as may be amended from time to time ("GDPR"); and (b) the Customer and Hexagon do not have a separate, written data processing agreement, then the Customer and Hexagon agree that the terms of Hexagon's Data Processing Addendum, as updated from time to time, found at: Exhibit J shall apply.

18.2 Where Customer is responsible for providing Personal Data on behalf of Users or Authorized Cloud Users directly to Hexagon, Customer will secure and maintain all necessary consents and make all necessary disclosures before including Personal Data in Customer Data input to, or otherwise supplied to Hexagon. In the event Customer, including all its Users, does not consent to Personal Data being processed as a result of the Master Agreement, Customer acknowledges Hexagon may be unable to provide Services, Product(s), Maintenance Services, and/or Cloud Program (or part thereof).

18.3 Hexagon will only process Customer supplied Personal Data in accordance with the Customer's lawful instructions and to the extent and as necessarily required to provide the applicable goods and services under the Master Agreement and for no other purpose. Except as may be otherwise required by law, contract, or judicial order, after expiration or earlier termination of the Master Agreement, Hexagon will destroy all Customer-supplied Personal Data in accordance with applicable data protection laws.

18.4 If Hexagon supplies maintenance, support, or subscription services to Customer with respect to third-party products, and if the third-party supplier or proprietor of such requires Customer be party to any data processing agreement in connection therewith, and if Customer has not separately executed an instrument to satisfy such requirement, then Customer and Hexagon agree that the terms of the applicable third-party data processing agreement, as updated from time to time, found at Exhibit J, shall apply.

18.5 As it pertains to PHI (as defined in Exhibit H) to which Hexagon has access or control, then Exhibit H shall apply.

19 Assignment.

Neither Party shall assign, sublet, or transfer all or any portion of the Master Agreement, nor any interest in the Master Agreement, without the express written consent of the non-assigning Party, which consent may be granted or withheld in the sole discretion of the non-assigning Party. Notwithstanding the foregoing, Hexagon may assign its rights and obligations under the Master Agreement, without the approval of Customer to: (1) an Affiliate or (2) another business entity in connection with a merger, consolidation, or reorganization of Hexagon or any of its subsidiaries.

20 Cooperative Purchasing.

If Customer is a government entity, another government entity (referred to in this paragraph as a cooperative purchaser) may, with prior written consent of Hexagon, use the Master Agreement, excluding Orders to which it is not a party, as a contract vehicle for its purchases from Hexagon; provided that in such event the term "Customer" shall refer solely to the relevant cooperative purchaser with respect to its transaction and shall not refer to the cooperative purchaser with respect to transactions not for its direct benefit. Product(s) and services will be priced and scoped upon request of the cooperative purchaser and dependent upon the scope of the intended project. To the extent this clause is exercised by any cooperative purchaser with Hexagon's consent, Hexagon shall deal directly with the cooperative purchaser regarding the scope and pricing of the project. Cooperative purchasers shall make their own legal determination as to whether the collective purchasing permitted by this clause is consistent with laws, regulations, and other policies applicable to the cooperative purchaser; and, Customer shall have no liability with respect to obligations of any cooperative purchaser utilizing the terms of this section 20 to place Orders under the Master Agreement.

21 Export.

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

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

Customer agrees to comply with all applicable export control laws and regulations. User shall not request information or documentation where the purpose of such request is to support, give effect to or comply with a boycott of any country that is not sanctioned by the United States, including but not limited to the Arab League boycott of Israel. Any questions regarding export or re-export of the Software should be addressed to Hexagon's Export Compliance Department at 305 Intergraph Way, Madison, Alabama, 35758, USA or at exportcompliance@intergraph.com. If the Software Customer received is identified on the media as being ITAR-controlled, the Software has been determined to be a defense article subject to the U.S. International Traffic in Arms Regulations ("ITAR"). Export of the Software from the United States must be covered by a license issued by the Directorate of Defense Trade Controls ("DDTC") of the U.S. Department of State or by an ITAR license exemption. The Software may not be resold, diverted, or transferred to any country or any end user, or used in any country or by any end user other than as authorized by the existing license or ITAR exemption. Subject to the terms of the EULA included herein, such Software may be used in other countries or by other end users if prior written approval of DDTC is obtained.

If Customer is located outside the United States, Customer is responsible for complying with any local laws in Customer's jurisdiction which might impact Customer's right to import, export or use the Software, and Customer represents that Customer has complied with any and all regulations or registration procedures required by applicable law related to the use and importation of the Software.

22 Non-Solicitation of Employees.

To the maximum extent permitted under the law, Customer agrees it will not, without the prior written consent of Hexagon, solicit any Hexagon employee, or induce such employee to leave Hexagon's employment, directly or indirectly, during the Term and for a period of twelve (12) Months after the Master Agreement expires or is terminated.

23 Miscellaneous.

23.1 Authority. Each Party represents and certifies to the other Party it has the requisite legal authority to enter into and be bound by the Master Agreement and all Orders arising from the Master Agreement. Any individual purporting to execute or accept a Quote, Primary Contracting Document, or any Order Documents governed by the Master Terms on behalf of a Party represents and warrants to the other Party that such individual has the authority to bind, and does bind, the Party on whose behalf such individual purports to execute or accept such instrument(s). By issuance of a Quote to Customer without the word "DRAFT" or similar markings thereon, Hexagon represents it has the requisite legal authority to enter into and be bound by the Master Agreement and the Order intended to result from the Quote. By executing the Quote and returning it to Hexagon or otherwise entering into an Order, Customer represents and certifies to Hexagon it has the requisite legal authority to enter into and be bound by the Master Agreement and the Order associated therewith.

23.2 Survival. In addition to other provisions that are specifically identified as surviving termination of this Master Agreement, the rights and obligations in sections titled "IP Ownership," "Limitation of Liability,"

"Dispute Resolution," "Confidential Information," "Export," and the terms of any license or access granted pursuant to the Master Agreement (including, but not limited to, Exhibit A, Exhibit D, Exhibit E, and/or Exhibit F), shall survive and continue after expiration or termination of the Master Agreement, shall remain in effect until fulfilled, and shall apply to any permitted successors and assigns. Upon termination of the Master Agreement, the provisions of the Master Agreement, including those in the preceding sentence, which by their express terms survive termination, shall remain in full force and effect.

23.3 Waiver. The waiver by either Party of any of its rights or remedies in enforcing any action or breach under the Master Agreement in a particular instance shall not be considered as a waiver of the same or different rights, remedies, or actions for breach in subsequent instances.

23.4 Severability. If any provision of the Master Agreement or an Order is void, voidable, unenforceable, or illegal in its terms, but would not be so if it were rewritten to eliminate such terms that were found to be voidable, unenforceable, or illegal and such rewrite would not affect the intent of the provision, then the provision must be rewritten to be enforceable and legal.

23.5 Headings. Numbered topical headings, articles, paragraphs, subparagraphs or titles in the Master Agreement are inserted for the convenience of organization and reference and are not intended to affect the interpretation or construction of the terms thereof.

23.6 Governing Law. The Master Agreement shall for all purposes be construed and enforced under and in accordance with the laws of the State of California. The Parties agree any legal action or proceeding relating to the Master Agreement shall be instituted in either a state court located in Riverside County, California or the U.S. District Court for the Central District of California. The Parties agree to submit to the jurisdiction of and agree that venue is proper in these courts in any such legal action or proceeding. The Parties waive the application of the United Nations Commission on International Trade Law and United Nations Convention on Contracts for the International Sale of Goods as to the interpretation or enforcement of the Master Agreement.

23.7 Governing Language. The controlling language of the Master Agreement is English. If Customer received a translation of the Master Agreement into another language, it has been provided for convenience only.

23.8 Independent Contractor. The Parties agree that Hexagon is an independent contractor, that nothing in the Master Agreement shall be construed as establishing or implying a relationship of master and servant between the Parties, or any joint venture or partnership between the Parties, and that nothing in the Master Agreement shall be deemed to constitute either of the Parties as the agent of the other Party or authorize either Party to incur any expenses on behalf of the other Party or to commit the other Party in any way whatsoever. Hexagon and its agents, employees, or subcontractors shall at no time be deemed to be agents, employees, or subcontractors of Customer, or be deemed to be under the control or supervision of Customer when carrying out the performance of its obligations in the Master Agreement. Without the prior written consent of Customer, Hexagon shall not carry on any activity that could be construed as being on behalf of Customer.

23.9 Limitation on Claims. Except as otherwise prohibited from applicable law, no claim, regardless of form, arising out of or in connection with the Master Agreement may be brought by Customer more than three (3) years after the event giving rise to the cause of action has occurred.

23.10 Anti-Bribery. Each Party hereby certifies it shall comply with all applicable laws in carrying out its duties under the Master Agreement, including, but not limited to, the United States Foreign Corrupt Practices Act ("FCPA"). In particular, Customer, on behalf of itself and its Affiliates, and Hexagon, each severally represent and agree that: such party is familiar with the FCPA and its purposes and agrees to comply with the acts; specifically, such party is aware of and will comply with the FCPA's prohibition of the payment or the gift of any item of value, either directly or indirectly, to an official of a government, political party or party official, candidate for political office, or official of a public international organization, for the purpose of influencing an act or decision in his/her official capacity, or inducing him/her to use his/her influence with the government to assist a company in obtaining or retaining business for, with, or in that country or directing business to any person; such party has not made, and will not make, payments to third parties which such party knows or has reason to know are illegal under the FCPA, or the laws of any applicable jurisdiction; and the method of making payment to Hexagon as provided hereunder is not in violation of the law of any applicable jurisdiction. Either Party has the right to terminate the Master Agreement upon any violation of the FCPA or similar laws by the other Party.

24 Entire Agreement.

The Master Agreement constitutes the entire agreement between the Parties with regard to the subject matter hereof. Except as otherwise provided in the Primary Contracting Document, the Master Agreement supersedes any and all prior discussions and/or representations, whether written or oral, and no reference to prior dealings may be used to in any way modify the expressed understandings of the Master Agreement. The Master Agreement may not be amended or modified unless so done in a writing signed by authorized representatives of both Parties. The pre-printed terms and conditions of Customer's PO or any other terms and conditions of a Customer PO shall be void, even if issued subsequent to the effective date of the Master Agreement, and shall not be deemed to constitute a change to the Master Agreement.

EXHIBIT A

END-USER LICENSE AGREEMENT

IMPORTANT—READ CAREFULLY: This EULA is a legal agreement by and between User and Hexagon. Software is also subject to Use Terms. Any software, including, without limitation, any third party components and/or Updates, associated with a separate end-user license agreement is licensed to User under the terms of that license agreement. Use Terms applicable to an Update shall apply to the Update. All use of the Software is subject to applicable Order Documents.

1 **LICENSE GRANT**. Provided User is not in breach of any term or condition of this EULA, Hexagon hereby grants User a limited, non-exclusive license up to the quantity of Software licenses purchased by User to: (i) install and use the Software, in object code form only; (ii) use, read, and modify Documentation prepared by Hexagon and delivered to User pursuant to the Order Documents; and/or (iii) view and/or use Hexagon audio-visual training materials provided to User pursuant to the Order Documents; provided all of the foregoing shall be strictly for User's internal use and strictly in accordance with this EULA and the applicable Order Documents. The license is non-transferable, except as specifically set forth in this EULA. User assumes full responsibility for the selection of the Software to achieve User's intended results, and for the installation, use and results obtained from the Software.

2 **UPDATES**. If the Software is an Update to a previous version of the Software, User must possess a valid license to such previous version to use the Update. Neither the Software nor any previous version may be used by or transferred to a third party. All Updates are provided to User on a license exchange basis and are subject to all of the terms and conditions of the EULA provided with the Update. By using an Update, User (i) agrees to voluntarily terminate User's right to use any previous version of the Software, except to the extent that the previous version is required to transition to the Update; and (ii) acknowledges and agrees that any obligation that Hexagon may have to support the previous version(s) of the Software will end upon implementation of the Update. If an Update is provided, User will take prompt action to install such Update as directed by Hexagon. If User fails to do so, User acknowledges that the Software may not work correctly or that User will not be able to take advantage of all the Software's available features. In such event, Hexagon will not be liable for additional costs User incurs because of User's failure to install such Update. For Third Party Software, please read carefully the applicable Third Party Terms regarding concurrent use of an Update and the prior version of Software during transition to the Update as the Third Party Terms may differ from terms applicable to Hexagon Software Products.

3 **RIGHTS AND LIMITATIONS.**

3.1 **The Following are Permitted for User's License:**

User may make one copy of Software media in machine readable or printed form and solely for backup purposes. Hexagon retains ownership of all User created copies. User may not transfer the rights to a backup copy unless User transfers all rights in the Software and license as provided for in Section 3.2.1 below. Any other copying of the Software, any use of copies exceeding the number of copies User has been authorized to use and has paid for, and any distribution of the Software not expressly permitted by this EULA, is a violation of this EULA and of federal and/or applicable governing law.

3.2 **The Following are Prohibited for User's License:**

3.2.1 User shall not sell, rent, license, lease, lend or otherwise transfer the Software, or any copy, modification, or merged portion thereof without Hexagon's express written consent for such transfer, which consent may not be unreasonably withheld. Any such unauthorized transfer will result in automatic and immediate termination of the license.

3.2.2 The Software is licensed as a single product. User shall not, and User shall not authorize anyone else to: (i) decompile, disassemble, or otherwise reverse engineer the Software; (ii) work around any technical limitations in the Software;

(iii) publish the Software for others to copy or use; (iv) use, copy, modify, distribute, disclose, license or transfer the Software, or any copy, modification, or merged portion, in whole or in part, except as expressly provided for in this EULA; (v) re-use the component parts of the Software with a different software product from the one User is licensed to use or on different computers; (vi) circumvent any license mechanism in the Software or the licensing policy; (vii) publish to a third party any results of benchmark tests run on the Software; (viii) use or view the Software for any purposes competitive with those of Hexagon; (ix) use the Software except as expressly set forth in this EULA; and (x) unless otherwise specifically permitted in writing by Hexagon, use the Software outside the country in which it is licensed.

3.3 **Fault Tolerance.**

The Software is not one hundred percent (100%) fault tolerant. Unless the Software's Documentation expressly provides the contrary, the Software is not designed or intended for use in any situation where failure or fault of any kind of the Software could lead to death or serious bodily injury of any person, or to severe physical, property or environmental damage ("High-Risk Use"); and, User is not licensed to use the Software in, or in conjunction with, any High-Risk Use. High-Risk Use is STRICTLY PROHIBITED. High Risk Use includes, for example, the following: operation of aircraft or other modes of human mass transportation, nuclear or chemical facilities, and Class III medical devices. User hereby agrees not to use the Software in, or in connection with, any High-Risk Use. High Risk Use shall not mean use of the Software for purposes for which it is regularly marketed and sold (e.g., public safety and utility dispatch software may be used to dispatch police, fire, emergency medical services, and emergency utility services).

3.4 **Licensing Mechanism Disclaimer.**

Without waiver of any of its rights herein, Hexagon may at its sole discretion provide User who is operating public safety Software a licensing mechanism to allow such Software to be available for use even when User has accessed all of its purchased licenses. Regardless of whether it receives the licensing mechanism, User acknowledges it is permitted to use the Software only up to the number of licenses it has purchased. Any usage of Software beyond the amount purchased by User will be subject to the payment of additional fees by User to Hexagon at then current prices for the Software in like manner as provided in Section 6.2 below (Audit).

4 USER OBLIGATIONS.

4.1 The Software may require User's System to comply with specific minimum software, hardware, and/or Internet connection requirements. The specific minimum software, hardware, and/or Internet connection requirements vary by Software and type of license and are available from Hexagon upon request.

4.2 User is responsible, and bears the sole risk, for backing up all systems, software, applications, and data, as well as properly using the Software.

4.3 At all times, User must keep, reproduce and include all copyright, patent, trademark and attribution notices on any copy, modification or portion of the Software, including, without limitation, when installed, used, checked out, checked in, and/or merged into another program.

4.4 User shall comply with the Use Terms, including limitations that apply to specific types of licenses identified therein.

5 TERM.

5.1 For a Perpetual License, this EULA is effective until terminated (i) by User, by returning to Hexagon the original Software or by permanently destroying the Software, together with all copies, modifications, and merged portions in any form; (ii) by Hexagon, upon User's breach of any of the terms hereof or User's failure to pay the appropriate license fee(s); or (iii) upon User's installation of an Update that is accompanied by a new license agreement covering the Software Update. User agrees upon the termination of this EULA to cease using and to permanently destroy the Software (and any copies, modifications and merged portions of the Software in any form, and all of the component parts of the Software), and to certify such destruction in writing to Hexagon.

For a Subscription License, this EULA is effective until the User's Subscription Term expires without being renewed; by Hexagon upon User's breach of any of the terms hereof; User's failure to pay the appropriate Subscription License fee(s); or, the Subscription is otherwise terminated. User agrees upon the termination of this EULA or expiration of User's Subscription to cease using and to permanently destroy the Software (and any copies, modifications, and merged portions of the Software in any form, and all of the component parts of the Software), and to certify such destruction in writing to Hexagon.

6 AUDIT.

6.1 Hexagon shall have the right to:

6.1.1 Audit User's use of the Software and User's compliance with the provisions of this EULA during User's normal Business Hours. Hexagon will provide User with thirty (30) days prior written notice of an audit under this Section. Hexagon's right to conduct this type audit shall be limited to twice per calendar year. Prior to the start of an audit, Hexagon's personnel will sign a reasonable non-disclosure agreement provided by User. During the audit, User shall allow Hexagon's personnel to be provided reasonable access to both User's records and personnel.

6.1.2 Obtain certain documentation from User, as follows. If the Software includes logging mechanisms intended to track usage volume or quantity, User shall transmit log files associated therewith to Hexagon upon Hexagon's demand and in accordance with Hexagon's reasonable transmission instructions. Hexagon will not demand the transmission of usage tracking log files more frequently than four (4) times in any calendar year.

6.2 In the event the results of the audit in Section 6.1.1 or the documentation provided by User in Section 6.1.2 indicate User has used unlicensed Software or quantities thereof, User agrees to promptly pay Hexagon: (i) the current list price for each unlicensed Software used by User; (ii) interest of two percent (2%) per month or the highest rate allowed by applicable law for each month, commencing with the initial month of unlicensed usage of the Software); and (iii) the costs for the audit in Section 6.1.1.

END OF EXHIBIT A

EXHIBIT A-1



HEXAGON

Hexagon Safety & Infrastructure

ADDENDUM to the End User License Agreement for Site License

This addendum ("Addendum") modifies the End User License Agreement ("EULA") between the Customer and Hexagon. This Addendum shall cover the terms and conditions for a "Site License," a type of license that once purchased allows Customer, subject to the terms herein, to maintain and use an unlimited number of Primary Licenses on an enterprise basis for the Software Product covered by the Site License ("Site Licensed Software Product"), which is reflected in the applicable pricing summary or quotation as a Site License or as subject to a Site License conversion fee. Site Licensed Software Products do not include software for which Hexagon would owe a third party royalty or any third party software furnished by Hexagon. Unless otherwise modified herein, the terms and conditions and definitions set forth in the EULA shall govern this Addendum.

1. **Price.** The price for Hexagon's Site License is a based upon the price for Primary Licenses reflecting the greatest number of Primary License users utilizing the Software Product at any one time ("Primary License Users") and a Site License conversion fee, which is also predicated upon the certified number of Primary License Users.

2. **Certification.** To ensure the Site License reflects Customer's actual usage during the first year of full production use of the Site Licensed Software Product (the "Initial Period"), Customer must certify the number of Primary License Users using the Site Licensed Software Product. Hexagon will rely upon this certification of the number of Primary License Users in determining the price for: (1) the Primary Licenses; (2) the Site License conversion fee; and (3) the annual maintenance fee for the Site Licensed Software Product. Hexagon will be entitled to rely on Customer's certification, regardless of Hexagon's initial estimation of the number of Primary License Users set forth in the proposal or other quotation provided by Hexagon.

3. **Initial Period.** During the Initial Period, should Customer discover or become aware that 150% or more of the number of Primary License Users certified in Schedule 1 to this Addendum are using the Site Licensed Software Product during any portion of a day, excluding the period of thirty minutes before and after a shift change, for twenty (20) or more days out of any sixty (60) consecutive day period ("Material Discrepancy"), then Customer shall be obligated to: (1) provide written notice to Hexagon informing it of this fact; (2) purchase the requisite number of Primary Licenses from Hexagon to account for the difference between the number of Primary License Users Customer previously certified would use the Site Licensed Software Product and the actual number of users utilizing the Software Product at any one time ("Additional Primary License Users"); and (3) pay the Site License conversion fee for the Additional Primary Licenses. Hexagon will also be permitted to immediately adjust

the annual maintenance fee for the Site Licensed Software Product to account for Additional Primary License Users.

4. **Additional Fee.** Should Customer fail to provide Hexagon notice of a Material Discrepancy during the Initial Period and Hexagon becomes aware of such a fact, Customer will be obligated to pay 125% of the total price for the (1) Primary Licenses for Additional Primary License Users that Customer would have otherwise been obligated to purchase during the Initial Period and (2) the Site License conversion fee for the Additional Primary Licenses. Customer will also be obligated to pay Hexagon the difference of the original maintenance fee for the Site Licensed Software Product and the maintenance fee that includes the increased number of users for the Site Licensed Software Product for each year Customer had maintenance since the Material Discrepancy occurred. To the extent Hexagon sends Customer an invoice for the fees or additional licenses described in this Addendum, Customer shall pay the invoiced amount within thirty (30) days from the date the invoice was issued.

5. **Maintenance Requirement.** The granting of the Site License for the Site Licensed Software Products is contingent upon Customer remaining under a valid and fully paid Order for Maintenance Services with Hexagon with respect to the Site Licensed Product(s). Failure to maintain a valid Order for Maintenance Services with Hexagon shall automatically cause the Site License to revert to Concurrent Licenses in the amounts specified in Schedule 1. Customer will not be entitled to any remuneration or refund of the Site License conversion fee or any other monies paid to Hexagon in relation to the Site Licensed Software Product in such an event. Maintenance of the Site Licensed Software Products shall be the subject of separate maintenance agreements, and shall be subject to such pricing and terms to which Customer and Hexagon agree from time to time. No term of this Addendum shall compel Customer, or Hexagon, to agree upon or accept any Order for Maintenance Services, though a failure by either party to agree shall result in result in Site License reversion, as herein provided.

6. **Agency Limitation.** Site Licenses permit only the agencies, departments, or other entities ("Covered Agency") named in Schedule 2 to this Addendum to increase usage of the Site Licensed Software Product without purchasing additional software licenses. Agencies, departments, or other entities not named in Schedule 2 ("Non-Covered Agency") may not utilize the Site Licensed Software Product(s).

7. **Audit.** Notwithstanding anything in Hexagon's pricing or any other agreement to the contrary, maintenance fees for Site Licensed Software Product(s) can be adjusted to match any increased actual usage: (1) if Hexagon discovers or is made aware of any Material Discrepancy or (2) the latter of five (5) years after Cutover of the Site Licensed Software Product. Hexagon will be permitted to perform an audit of the actual usage levels of the Site Licensed Software Product ("Audit") (1) if Hexagon has reason to believe a Material Discrepancy has occurred or is occurring or (2) at the end of the first five (5) year period following Cutover of the Site Licensed Software Product(s). Thereafter, Hexagon will be permitted to perform an audit of the actual usage levels and readjust maintenance cost upward, if actual usage increases, not less than every three (3) years following the previous audit.

8. **Disclaimer.** The Site License does not apply to any Software Product for which Hexagon would owe a third-party royalty, any third-party software furnished to Customer by

Hexagon, or any other Software Product not specifically identified in Schedule 1. No other use is licensed.

9. **Attachments.** This Addendum is only effective and binding if Schedules 1 and 2 are completed and attached hereto. If either Schedule is not completed, then this Addendum is invalid and a Site License for the Site Licensed Software Product shall not have been granted by Hexagon.

Schedule 1

PRIMARY LICENSE USER CERTIFICATION

Pursuant to section 2 of the Addendum to the End User License Agreement for Site License, Customer hereby certifies and represents the following:

- Customer has or will use no more than the quantities listed below of the corresponding Software Products during the Initial Period.

Site Licensed Software Product	
Product Name	**Quantity (Concurrent Licenses)**
HxGN OnCall Dispatch - Advantage CC	100
HxGN OnCall Dispatch - Viewer CC	100
HxGN OnCall Dispatch - Advanced Mapping	100
HxGN OnCall Dispatch - Resource Management	100
HxGN OnCall Dispatch - ESRI Map Control	100
HxGN OnCall Dispatch - Customer Rules Engine – Advantage*	100
HxGN OnCall Dispatch - Mobile Unit	850
HxGN OnCall Records - Concurrent User License	850
HxGN OnCall Records - Mobile Field Reporting	850
HxGN OnCall Dispatch - Mobile Responder Client CC	850

* CRE is only allowed to be used in conjunction with OnCall Dispatch Advantage.

Schedule 2

LIST OF AGENCIES CERTIFICATION

Pursuant to section 6 of the Addendum to the End User License Agreement for Site License, Riverside County hereby certifies and represents the following list of Agencies is the full and complete list of Covered Agencies that shall use or be permitted to use the Site Licensed Software Product being provided by Hexagon under this Addendum.

1. Riverside County Sheriff's Office

EXHIBIT B

MAINTENANCE TERMS AND CONDITIONS FOR SOFTWARE

These terms and conditions ("Maintenance Terms") govern the provision of maintenance and support services by Hexagon with respect to Covered Products.

1. DEFINITIONS.

All capitalized terms not otherwise defined herein shall have the meaning set forth in the associated Exhibit titled "Common Terms Glossary."

2. TERM.

2.1. Term. The Maintenance Contract shall begin, retroactively (if applicable), on the first calendar day of the first Month of the Coverage Period and shall expire on the last calendar day of the last Month of the Coverage Period. The Coverage Period shall be for whole Months only.

2.2. Renewal. Prior to expiration of the Coverage Period, Hexagon may submit to Customer a renewal quote with pricing for extension of the Coverage Period. Hexagon will provide the Quote at minimum ninety (90) days prior to the end of the Coverage Period. The Parties may extend the Coverage Period pursuant to Order Documents.

2.3. Lapse. In the event of a Lapse: (i) Hexagon shall, at any time, be entitled to discontinue Maintenance Services, in whole or in part, for the affected Covered Products; (ii) Hexagon shall be relieved of any previously provided pricing commitments or options for Maintenance Services, if any, related to time periods following the Lapse; and, (iii) Hexagon may permit Customer to reinstate support for Covered Products pursuant to Hexagon's then current policies and practices, including any policies or practices related to payment of reinstatement fees.

3. SCOPE OF COVERAGE FOR COVERED SOFTWARE PRODUCTS.

Maintenance Services described in this Section apply to Covered Software Products only. Maintenance Services for Covered Third Party Products are separately stated.

Hexagon offers three levels of Maintenance Services for Covered Software Products, dependent upon the Software Product and other factors. Under all levels of Maintenance Service, Hexagon shall provide reasonable commercial efforts to aid in the diagnosis of Defects. Under all levels of Maintenance Services, but only until the subject Software Product version reaches Version Limitation I or Version Limitation II, Hexagon shall provide reasonable commercial efforts to aid in correction of Defects. After a Software Product version reaches Version Limitation I, but only until the subject Software Product reaches Version Limitation II, Hexagon shall provide reasonable commercial efforts to aid in correction of Level One Defects only. The level of Maintenance Services for each Software Product is identified in the Order Documents, subject however to Version Limitations. Defect corrections provided by Hexagon shall, unless otherwise agreed by Hexagon, be delivered within Hexagon's product releases, and in accordance with Hexagon's standardized release cycles. Levels of Maintenance Services are as follows:

3.1. Advantage Support. Advantage Support will include and be limited to the diagnostic and Defect correction support as described above, and the following: Out-of-the-box functionality support via the support help desk (telephone or eService via the Designated Portal; and, access to any available Hexagon problem knowledge base online self-help tool. Phone support is available Monday through Friday from 8AM – 5PM at Customer's local time, excluding Hexagon-observed holidays. Local variances in support hours will be posted online or can be determined by contacting Customer's local Hexagon office.

3.2. Standard Support. Standard Support will include and be limited to the following:

3.2.1. All features of Advantage Support.

3.2.2. Access to available Updates of Covered Software Products. Hexagon will notify Customer when Updates are made available for any Covered Software Products for which Maintenance Services have been purchased, by way of posting notices of such to the "Support Notices and Announcements" section on the Designated Portal site , where available, or via direct notification by Hexagon. Updates are shipped to Customer upon Customer's request logged in the Designated Portal site. Hexagon is not obligated to produce any Updates. For avoidance of doubt, a Customer's entitlement to Updates shall not include entitlement to any therein embedded or otherwise related module or function which is licensed and priced separately from Covered Products for which Customer has purchased an entitlement to Updates.

3.3. Premium Support. Premium Support will include all features available under Standard Support (subject to Version Limitations). Additionally, for a Level One or Level Two Defect, phone support is also available after-hours and on Hexagon-observed holidays.

3.4. Product Change Requests will be reported in like manner as set forth in Section 3.1. Hexagon will review Product Change Requests and at its sole discretion decide whether to make the requested change to the Covered Product(s) through an Update. Product Change Requests not accepted may be the subject of a separate Order between the Parties. For the avoidance of doubt, to the extent Hexagon agrees to make a requested change to a Covered Product pursuant to a Product Change Request, any and all IPR resulting from the Update, including the change or modification is and shall remain the property of Hexagon.

4. MINIMUM SYSTEM REQUIREMENTS; CUSTOMER'S OBLIGATIONS.

Performance of Maintenance Services by Hexagon is specifically conditioned upon the following minimum system requirements and fulfillment by Customer of the following obligations (collectively, minimum system requirements and customer obligations hereinafter referred to as "Customer Obligations"):

4.1. System Requirements. Customer is responsible for ensuring: the System Equipment and network infrastructure meet minimum system requirements specified by Hexagon and made available to Customer upon request; its System Equipment and network infrastructure are adjusted as required to accommodate Updates of Covered Products; compatibility of non-Hexagon provided products with products provided by Hexagon; and, its systems, software, and data are adequately backed up. Hexagon is not liable for lost data.

4.2. Hexagon Access and Customer Cooperation. Customer's system and/or System Equipment must have input and output devices that enable the use of Hexagon's diagnostic programs and supplemental tests. Customer will permit Hexagon to electronically access Customer's system via Secure Access Tool. Customer will ensure availability of its own system technical support personnel so that Hexagon can fulfill its Maintenance Services obligations. When reporting problems to Hexagon's support help desk, Customer will provide a complete problem description, along with all necessary documents and information that is available to Customer and required by Hexagon to diagnose and resolve the problem. Customer will grant all necessary access to all required systems as well as to the Covered Products, and any other reasonable assistance needed. Customer will carry out any reasonable instructions and will install any necessary patches, Defect corrections, or Updates. Customer will appoint a minimum of two and a maximum of five contact people who are each authorized to make use of the Maintenance Services ("Authorized Contacts"). Customer is obligated to select only those personnel for this task who are suitable for it by means of training and function, and who have knowledge of Customer's operating system, network, and hardware and software. Customer agrees to promptly notify Hexagon of any replacement of an Authorized Contact. Customer must ensure Authorized Contacts have adequate expertise, training, and experience to provide professionally accurate descriptions of malfunctions and facilitate Hexagon's efficient response. Authorized Contacts must have successfully completed Hexagon product training, or complete it at the next available scheduled opportunity, for those products for which formal training is available. Customer will bear the cost of this training. Customer will enter and/or log requests for assistance in such systems, and utilizing such forms, as Hexagon may designate from time to time.

5. EXCLUDED SOFTWARE SERVICES.

In response to a service request, Hexagon will provide diagnostic support to evaluate the nature of the issue being reported by Customer. Such diagnostic services are included within the scope of Maintenance Services. However, if after diagnostic investigation, the issue requires services listed below, which are excluded from the scope Maintenance Services and these Maintenance Terms (collectively "Excluded Services"), then Hexagon, at its sole discretion, may elect to provide Excluded Services or advise the Customer the request is an Excluded Service and not available under this Maintenance Contract and may be available under a separate Order at an additional charge. The Customer may escalate to Hexagon's Vice President of Customer Success for North America Public Safety when Hexagon declines to provide an Excluded Service.

Services for the following are outside the scope of the Maintenance Contract and may be available under separate Order at an additional charge (collectively "Excluded Services"):

5.1. Installation of any Covered Product, Update, or interface software;
5.2. Network configuration;
5.3. Configuration or customization of Covered Products to Customer or other third party requirements (except as necessary to remedy a Defect);
5.4. System-level tuning and optimization and system administration support;
5.5. Training;
5.6. Services required because the Authorized Contact is not available or is not trained;
5.7. On-site services (unless waived by Hexagon, in its sole discretion);
5.8. Services required due to modifications of Covered Products by Customer;
5.9. Services required due to use other than in the ordinary manner intended for the Covered Products, or use in a manner that contravenes terms hereunder, or Customer's disregard of the installation and operating instructions according to the Documentation provided with the Covered Products;
5.10. Services required due to failure of software or hardware that is not a Covered Product;
5.11. Services required due to Customer's use of hardware or software that does not meet Hexagon specifications or failure of Customer to maintain or perform industry standard maintenance on Customer's hardware or software;
5.12. Services required due to software or portions thereof that were (i) incorrectly installed or configured (other than by Hexagon), (ii) used in an environment inconsistent with the support environment specified by Hexagon, and/or (iii) used with peripherals, operational equipment or accessories not conforming to Hexagon's specifications;
5.13. Services required due to cases of force majeure, especially lightning strikes, fire or flood, third-party criminal acts, or other events not caused through Hexagon's fault;
5.14. Services required due to Customer's failure to fulfill the Customer Obligations; and/or
5.15. Services required due to faulty or incomplete Customer data.

6. COVERED THIRD PARTY PRODUCTS.

Support and Updates of Covered Third Party Products shall be provided in the fashion and to the extent or duration that Hexagon is authorized to provide such by the third party manufacturer of the Covered Third Party Products, and such Covered Third Party Products and related services may be subject to additional terms and conditions of the third party manufacturer of the Third Party Software.

Services and updates for any Third Party Software not listed in the Order Documents as Covered Products must be obtained from the third party owner of the products or their designated representative.

7. REQUIRED COVERAGE.

7.1. Multiple or Interdependent Licenses. If Customer holds multiple licenses for any Covered Product, all held licenses must be included as Covered Products in the Maintenance Contract.
7.2. Prerequisite Licenses. All prerequisite licenses for Software Products necessary to operate the Covered Products, together with all licenses of Software Products interoperating with Covered

Products in a single solution, must be included as Covered Products in the Maintenance Contract.

8. ADDITIONS AND REMOVALS OF COVERED PRODUCTS.

8.1. Additions of Covered Products. Software Products licensed from Hexagon during the term of the Maintenance Contract may be added as Covered Products, if such addition is addressed through additional related Order Documents. If Software Products are not added as Covered Products by commencement of Production use thereof, Hexagon may permit Customer to add them as Covered Products, but subject to additional fees payable pursuant to Hexagon's then current policies or practices.

8.2. Removal of Covered Products from Maintenance. Either Party may provide written notice to the other Party at least sixty (60) calendar days prior to the end of any Coverage Period Anniversary of its intent to remove any individual Covered Products from the Maintenance Contract at the end of the then current and contracted Coverage Period or any Coverage Period Anniversary. However, if a similar Covered Product is available, Customer can exchange the removed Covered Product for a similar Covered Product at the same price as the Covered Product removed from maintenance, as a like for like exchange. Neither Party may remove Covered Products except upon Coverage Period renewal or extension or Coverage Period Anniversary; provided that Hexagon may additionally remove Covered Products as part of a general discontinuance program at any time upon one hundred eighty (180) days' written notice. Customer may not remove from the Maintenance Contract individual software licenses of a Covered Product for which Customer has multiple copies under Maintenance Services or for Covered Products that are being used interdependently, unless Customer has first certified to Hexagon on a "Software Relinquishment Agreement" that it surrenders and relinquishes all rights in and to the applicable Software licenses and the copies of the Covered Product for which Customer desires to cease Maintenance Services (the "Relinquished Licenses") for the renewal Coverage Period have been uninstalled and removed from its System(s). Should Customer desire to resume usage of the Relinquished Licenses at a later date, Customer must re-purchase the licenses at the then current list price.

9. PAYMENT.

9.1. Terms of Payment. Charges for Maintenance Services are due and payable annually and in advance. All charges are due net thirty (30) calendar days from the date of invoice or prior to the beginning of the applicable Coverage Period, whichever is earlier. Charges for Covered Software Products added during a Coverage Period shall be prorated to the remaining Months of the Coverage Period, in whole Month increments only, and such charges shall be due and payable in full upon receipt of invoice. Covered Third Party Products added during a Coverage Period are subject to Section 6 of these Maintenance Terms.

9.2. Past Due Accounts. HEXAGON RESERVES THE RIGHT TO REFUSE SERVICE TO ANY CUSTOMER WHOSE ACCOUNT HAS NOT BEEN PAID WITHIN SIXTY (60) DAYS FROM THE DATE IN THE INVOICE. At the discretion of Hexagon, Customers who have not paid any charges when due (i) under the Maintenance Contract, (ii) under any other agreement between the Parties, or (iii) under any agreement between Hexagon and Customer's parent and/or subsidiary, may not be rendered Maintenance Services until all past due charges are paid in full. The start of the Coverage Period shall not be postponed due to delayed payment of any charges.

9.3. Customer's Responsibilities Concerning Invoice Questions. Subject to applicable law, if Customer intends to dispute a charge or request a credit, Customer must contact Hexagon within ten (10) calendar days of the date on the invoice.

10. CUSTOMER ACKNOWLEDGEMENTS.

During the Coverage Period, Customer commits to the following:

10.1. Customer shall have reviewed the Order Documents and by executing the Order Documents confirms the Order Documents accurately reflects all Hexagon software in its possession or control.

10.2. Customer acknowledges and confirms that for all Covered Products supported under the Maintenance Contract, all licenses of a Covered Product for which Customer has multiple copies in its possession and all prerequisite licenses necessary to operate Covered Products, are accounted for in the Order Documents. If all like Covered Products or prerequisite software licenses are not accounted for in the Order Documents, Customer agrees to notify Hexagon so that Hexagon may issue a revised Quote to Customer.

10.3. Customer acknowledges and confirms Maintenance Services provided herein shall be utilized only for the quantity of Covered Products licenses listed in the Order Documents.

11. ADDITIONAL TERMS.

11.1. Pass-Through Third Party Warranties. Covered Third Party Products are only warranted pursuant to a pass-through warranty to Customer from the applicable Third Party Software manufacturer and only to the extent warranted by the applicable Third Party Software manufacturer.

11.2. Remedies. In the event a warranted Maintenance Service, Covered Product, or Update provided pursuant to the Maintenance Contract does not substantially comply with the limited warranties set forth in the Maintenance Contract, Hexagon's entire liability and Customer's exclusive remedy shall be, in Hexagon's sole and absolute discretion, either (i) providing of a Service, Covered Product, or Update which conforms substantially with the warranty; or (ii) a refund of the purchase price of the particular warranted Service, Covered Product, or Update for the period of time that the warranted Service, Covered Product, or Update did not substantially conform to the limited warranties set forth in the Maintenance Contract.

Hexagon is acting on behalf of its suppliers for the sole purpose of disclaiming, excluding and/or limiting obligations and liability as provided in the Maintenance Contract, but in no other respects and for no other purpose.

11.3. Intentionally Omitted.

11.4. Third Party Providers. Hexagon reserves the right to provide Maintenance Services through a third party provider.

END OF EXHIBIT B

EXHIBIT C

PROJECT DELIVERABLE SIGN-OFF FORM

CUSTOMER NAME, CUSTOMER CITY – PROJECT NAME

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

TYPE OF DELIVERABLE

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

DELIVERABLE INFORMATION

DELIVERABLE DESCRIPTION
THIS SECTION DESCRIBES THE DELIVERABLE

$AMOUNT OF PYMT
(If applicable)

With the deliverable described above complete, the Customer shall have ten (10) Business Days after receipt of a written request from Hexagon, to either sign-off that the Task Acceptance Criteria has been satisfied or state in writing to Hexagon the reason the Task Acceptance Criteria has not been satisfied.

Sign-off of the Task shall be based solely upon satisfaction of the Task Acceptance Criteria stated in the Contract between Hexagon and CUSTOMER NAME dated Month/Day/Year and shall be indicated by the Customer signing the Project Deliverable Sign-off Form. If the Customer does not provide such sign-off or rejection within the ten (10) Business Days after delivery then the Task will be deemed to have been accepted.

The signature below acknowledges that Task Acceptance Criteria described in the Statement of Work and listed above has been satisfied and the Task is accepted.

Authorized Customer Representative
Customer Contact Name

_____ _____

SIGNATURE **DATE**

END OF EXHIBIT C

EXHIBIT F

COTS Training Program Terms

These terms and conditions ("COTS Training Program Terms") govern the provision of the Training Curricula by Hexagon to Customer under a Fixed Price Project Assignment. Any additional terms in a Training Program Statement also apply; and, notwithstanding the order of precedence stated in the Master Terms, but without otherwise modifying such order of precedence, any conflict between these COTS Training Program Terms and any applicable Training Program Statement shall be resolved in favor of the Training Program Statement.

A. DEFINITIONS.

Capitalized terms used and not otherwise defined herein have the meanings assigned in the Common Terms Glossary.

1. SCOPE OF TRAINING PROGRAM.

Hexagon will provide the Training Curricula specified in the Quote and purchased by Customer, in accordance with and subject to the provisions of these COTS Training Program Terms and the applicable Training Program Statement(s). The Training Program Statements(s) and Quote shall describe the duration and delivery method for the Training Curricula; provided that if no duration is otherwise stated for a Training Curricula delivered by online means, Customer shall cease use thereof twelve (12) months following the date the Order was placed for the Training Curricula.

2. FEES AND PAYMENT.

Unless otherwise expressly provided in applicable Training Program Statement(s) corresponding to the Order, fees for Training Curricula delivered by a live instruction method shall be invoiced as and when the Training Curricula is delivered; and fees for Training Curricula delivered by an online on-demand method shall be invoiced upon first delivery to Customer of the initial ability to access any portion of the Training Curricula.

3. SPECIFIC ONLINE TERMS.

4.1 Assignment of Credentials. For Training Curricula delivered by an online on-demand method, Customer acknowledges and agrees that: each specific student/user must be assigned individual credentials, thereby consuming one of the overall quantity of credentials available to Customer under the terms of the Order, and student/user credentials may not be shared or used by more than one student/user. Upon request, and subject to processing and any requirements of the Third Party Service Provider, credentials may be subject to reassignment to a new student/user and from a student/user no longer requiring access to the Training Curricula. The period of availability of an online on-demand Training Curricula shall not be extended due to delays in Customer's assignment of available credentials or in any reassignment of credentials.

4.2 Use Restrictions. Customer shall comply, and assure all students/users comply, with terms of use of the Training Curricula and the platform through which it is provided, including without limitation, each of the following: the platform and assets associated therewith shall never be used to perform unlawful activity or activity which interferes with networks, systems, or facilities associated with operation of the platform; the platform shall not be used to store, process, or publish threatening, disparaging, or offensive material, or material that constitutes Spam/E-Mail/Usenet abuse or to create a security risk or an infringement of privacy or IPR; the platform shall not be used for any activity intended to directly or indirectly circumvent security measures of the Third Party Service Provider or Hexagon; and, the platform shall be used solely within the use requirements of the Third Party Service Provider and solely for the purpose of consuming the Training Curricula.

4. OWNERSHIP AND INTELLECTUAL PROPERTY.

In accordance with Section 6 of the Master Terms, Hexagon owns all right, title and interest in and to Training Curricula, and any other data and information provided as part of Training Curricula (except for data and information being owned by a third party), and all copies of all or any part thereof, are and shall remain vested in Hexagon. Third parties shall retain any and all IPR in and to their intellectual property that may be provided as part of the Training Curricula, to include without limitation the Third Party Service Provider's retention of intellectual property associated with the platform through which any online on-demand Training Curricula is provided. Customer and its Affiliates shall not attempt to decompile, disassemble, obtain any source code for, or record Training Curricula, in whole or in part. Customer, for itself and its Affiliates and their respective personnel accessing the Training Curricula, acknowledges and agrees the Training Curricula is comprised of trade secrets, proprietary information, and Confidential Information, and that Customer, and its Affiliates shall not use, distribute, copy, record, perform, amend, alter, modify, create derivative works, reverse engineer, exploit, sublicense, or assign the Training Curricula or any component thereof except as expressly permitted by Hexagon. The Customer acknowledges Hexagon shall retain sole custody and control of the underlying online Training Curricula and any documents and information displayed therein. Unless otherwise set forth in the Training Program Statement, Hexagon shall only provide electronic copies of any specified Documentation. Without Hexagon's express, written permission, Customer shall ensure student/user credentials issued to Customer are only assigned and/or used only by Customer's employees.

5. CUSTOMER OBLIGATIONS.

Customer shall at all times be responsible for administering and monitoring the use of Training Curricula by its students/users. Training Curricula shall be used solely for Customer's internal training purposes. Upon the termination of employment of any student/user, Customer will terminate that individual's access to Training Curricula. Customer shall be responsible for supplying all components necessary to supply of the Training Curricula not expressly specified in the Training Program Statement as a deliverable by Hexagon. Depending upon the nature and delivery method of the particular Training Curricula, components to be supplied by Customer may include, by way of example only, computers or software for use by students/users, internet connectivity, or training space at the Customer's site.

END OF EXHIBIT F

EXHIBIT G

COMMON TERMS GLOSSARY

"Acceptable Use Policy (AUP)" means the Acceptable Use Policy identified as such within Exhibit D (Cloud Program Conditions).

"Activity" or **"Activities"** means a single work activity/event or collection of work activities/events by a Party or by both Parties under a specified Task.

"Affiliate" means, for business entities, the parent business entity of a Party and any business entities in which a Party or its parent company directly or indirectly hold a controlling ownership interest. "Affiliates" means, for government entities which are Customers, an entity which has entered into an intergovernmental agreement with Customer which: (i) relates to or addresses the subject matter of the Primary Contracting Document; and (ii) was disclosed to, and acknowledged by, Hexagon (A) prior to the Effective Date for any existing intergovernmental agreements, and (B) prior to any renewal date of such Primary Contracting Document for any intergovernmental agreements entered into after the Effective Date. "Control" for the purposes of this definition means that Customer owns in excess of fifty percent (50%) of the ownership interest of the Affiliate or owns a majority of the voting shares of the Affiliate. For purposes of Section 9 in the General Terms and Conditions, an Affiliate is not a third party.

"Authorized Cloud User" means an individual user authorized by the Customer to use an entire Cloud Program on behalf of the Customer and for whom an account is set up by which the Authorized Cloud User can utilize Cloud Services Support and log Cloud Service Requests and Product Change Requests.

"Auxiliary System License" means the license(s) of Software Product made available by Hexagon for select Software Products to augment Production System Licenses. Each Auxiliary System License requires a corresponding Production System License and the term of the Auxiliary System License shall not exceed the term of the applicable Production System License.

"Beta Software" means any version of Software Product prior to a generally available commercial release of such Software Product.

"Business Day" means any day other than a weekend or public holiday in the country listed on the Quote.

"Business Hour" means an hour occurring during a Business Day and during the generally recognized eight (8) working hours comprising the Business Day at the Customer's location.

"Catastrophic Event" means a rare circumstance in which mass casualties and/or significant property damage has occurred or is imminent (e.g., September 11th, hurricanes greater than Category 2 on the Saffir-Simpson scale, earthquakes greater than 6.1 on the Richter scale).

"Change Order" means a document executed or accepted in writing by both Parties that modifies the scope, price, milestones, and/or project schedule of an Order.

"Client" means a computing device connected to a Server.

"Cloud Anniversary" means the anniversary of the date on which Hexagon provided the License Key(s) to Customer.

"Cloud Application(s)" means the Hexagon software applications, including without limitation application programming interfaces made available by Hexagon through the Cloud Portal as part of the Cloud Program. Cloud Application(s) are subject to Cloud Services Schedules.

"Cloud Consulting Services" means Services that relate to the Cloud Program including, but not limited to, implementation, configuration, customization, data conversion, Onboarding, design, training, and or enhancement of the Cloud Program.

"Cloud Cutover" means the point in time when Customer first uses the Cloud Program for its generally marketed purpose.

"Cloud Development Environment" means a logical group of virtual or physical computers comprised within the Cloud Environment to which the Customer will be provided with access and use for the limited purpose of making modifications, as specifically permitted herein, to the Cloud Application. For purposes of clarity, the Cloud Development Environment cannot be used in Production or for training purposes.

"Cloud Environment" means the collection of remote environments provided to Customer on which the Cloud Application(s) operates and that is supported by Hexagon.

"Cloud Optional Services" means those certain Hexagon Software Products that provide ancillary functionality or capability to the Cloud Applications, including, but not limited to, interfaces and custom forms and functionality. Unless specific Cloud Optional Services are identified in the Quote with a corresponding purchase commitment from Customer, Cloud Program does not include Cloud Optional Services.

"Cloud Portal" means the website through which Customer accesses and uses the Cloud Program. The Cloud Portal provides access to the Cloud Program according to Customer's rights, and further provides access to additional Cloud Services, as made available by Hexagon.

"Cloud Program" means the combination of Cloud Services, Cloud Application(s), Local Software, Third Party Software , and Cloud Optional Services provided pursuant to the Order Documents. The components of the Cloud Program are specifically identified in the Quote and for purposes of this definition shall mean only those components and not any other components not specifically listed in the Quote.

"Cloud Program Fees" means, collectively, any of the fees payable by Customer to Hexagon for the Cloud Program (or any part thereof). Cloud Program Fees shall be in the amount described in the Quote and/or Cloud Services Schedule, and shall be invoiced on an annual basis, except to the extent otherwise expressly provided in the Primary Contracting Document or the Cloud Services Schedule.

"Cloud Program Start Date" means the date on which the first License Key(s) are provided to the Customer. For Cloud Program Fees purposes, Cloud Program use by Customer will be assumed to be for the entire Month in which the Cloud Program Start Date falls regardless of the actual date in such Month that access to the applicable Cloud Application began.

"Cloud Service Request" means a request made to the first level support service to diagnose and address an Error in a Cloud Application or to report the purchased Cloud Application(s) is not Available.

"Cloud Services" means the services, service levels, Cloud Services Support, Customer Cloud Environment, and Third Party Service Provider's hosting services (which are more particularly described in the Cloud Services Schedule(s)), for Cloud Application(s), Cloud Optional Services, and Third Party Software and ordered by the Customer.

"Cloud Services Schedule" means a document(s) titled "Cloud Services Schedule" related to one or more Cloud Application(s) that contains additional details regarding the Cloud Services being provided to Customer with respect to the applicable Cloud Program components purchased by Customer. In the absence of Cloud Service Schedule(s) being included within the Order Documents, Cloud Services Schedules may be found at https://www.hexagonsafetyinfrastructure.com/-/media/Legal/Hexagon/SI/TPS/CSS-LLP.pdf, which Schedules are incorporated into the Order as if fully set forth therein.

"Cloud Services Support" means the service specified as such in the Cloud Conditions through which Customer can report Cloud Service Requests and Product Change Requests.

"Cloud Staging Environment" or **"Cloud Testing Environment"** means a logical group of virtual or physical computers comprised within the Cloud Environment to which the Customer will be provided with access and use for the limited purposes of testing modifications and training, as specifically permitted herein, to the purchased Cloud Application(s). For purposes of clarity, the Cloud Staging Environment cannot be used in Production.

"Cloud Term" means the duration of a Cloud Program Order.

"Confidential Information" means any data or information, tangible or intangible, disclosed or made available by either Party (the "Disclosing Party") to the other Party (the "Receiving Party") that the Disclosing Party considers confidential or proprietary and is not generally known in the industry or to competitors of the Disclosing Party and which shall include: (i) tangible information marked by the Disclosing Party with

the word "Confidential" or otherwise identified by an appropriate stamp or legend indicating its confidential nature; (ii) information disclosed orally or visually and identified by the Disclosing Party as confidential when disclosed, and confirmed by the Disclosing Party in a written notice within thirty (30) days following disclosure, which notice shall include markings similar to those outlined above; and (iii) all other information that, notwithstanding the absence of markings or designations, would be understood by the Parties, exercising reasonable business judgment, to be confidential. The term Confidential Information does not include information that: (i) is or becomes available in the public domain through no act of the Receiving Party; (ii) has been received on a non-confidential basis from a third party without breach of the Primary Contracting Document, where the Receiving Party has no reason to believe that such third party is bound by any confidentiality obligation to the Disclosing Party; (iii) was developed independently by the Receiving Party without reliance on the disclosed Confidential Information, provided that such independent development can be substantiated; (iv) was within the Receiving Party's possession prior to its being furnished by the Disclosing Party, where the Receiving Party has no reason to believe that such third party was bound by any confidentiality obligation to the Disclosing Party, or (v) is confirmed in writing by the Disclosing Party as not being confidential.

"Core" means a physical processor on a computer Server that can respond to and execute the basic instructions that drive the computer. A Central Processing Unit ("CPU") may have one or more Cores, and a given Server may have multiple CPU sockets that may each contain multiple Cores.

"COTS" means commercial off the shelf Intellectual Property in the form generally released and distributed to Hexagon's customers and not including any functionality or features requiring source code changes.

"COTS Documentation" means commercial off the shelf Documentation in the form generally released and distributed to Hexagon's customers and not including or requiring changes thereto.

"Coverage Period" means the period of performance of Maintenance Services with respect to a Covered Product, as stated in the Order Documents. Coverage Periods may differ for discrete Covered Products.

"Coverage Period Anniversary" means the anniversary of the date on which the Coverage Period commenced.

"Covered Products" means collectively, Covered Software Product(s) and Covered Third Party Products.

"Covered Software Product(s)" means Software Product(s) and Developer Tools identified in the Order Documents as software for which Maintenance Services are to be provided by Hexagon. Covered Software Products shall not include Third Party Software or any Cloud Program.

"Covered Third Party Products" means Software Product(s) identified in the Order Documents as Third Party Software for which Maintenance Services are to be provided by Hexagon. Covered Third Party Products shall not include Software Products or any Cloud Program.

"Credentials" means the unique log-in identifier by which a person could access a service or benefit, such as, without limitation, a Cloud Program or Training Curricula.

"Customer" means the non-Hexagon party to the Primary Contracting Document.

"Customer Cloud Administration" means providing User's access to the Cloud Application(s) purchased by Customer, managing User accounts, providing Credentials to Users, and any system administration beyond User interface.

"Customer Cloud Environment" means a logical group of virtual or physical computers comprised within the Cloud Environment and Local Environment to which the Customer will be provided with access and use of as part of the Cloud Program. A Customer Cloud Environment consists of a Cloud Development Environment and Production Environment.

"Customer Data" means all electronic data or information: (i) provided by Customer to Hexagon in connection with the Deliverables provided pursuant to an Order; and/or (ii) created by Customer and/or submitted to the Cloud Environment by Customers, Users, and/or Authorized Cloud Users. "Customer Data" shall not mean data which (i) is not particular to Customer, and/or (ii) is of value to the general implementation, development, operation, or use of Hexagon products or services for the benefit of other customers. For the avoidance of doubt, Customer Data shall not include the Cloud Application(s), Software Products, Cloud Optional Services, Documentation written by Hexagon, DevTools, Content, Equipment and

Software intentionally designed and embedded with Equipment or Special Purpose Items, and any other data and information provided as part of the Cloud Program or constituting a Hexagon Deliverable.

"Customer Data Rights" means: (i) the right to use Customer Data that contains Customer's Confidential Information to perform Hexagon's obligations within the Order; (ii) the right to use, alter, modify, and disclose Customer Data that does not include Customer's Confidential Information to perform Hexagon's obligations and other business purposes for which the information may be disclosed to third parties; and (iii) except as otherwise provided in the EULA or Developer Tools Schedule, a worldwide, royalty-free, irrevocable license to use, replicate, sell, modify, enhance, and distribute any works created by the Customer through its use of Developer Tools.

"Customer Specified Data Center" means a data center used in the provision of a Cloud Environment, whose location has been specified by the Customer and agreed to by Hexagon and identified in the Quote. Additional Cloud Program Fees may be payable for a Customer Specified Data Center.

"Customized Software" means those Services Deliverables that are software or computer code, whether in source code or object code.

"Cutover" means the point in time in which a Software Product(s) is first used by User for its generally marketed purpose.

"Data Center(s)" means the data center(s) from which the Cloud Program (or part thereof) will be stored as determined by Hexagon or its Third Party Service Provider.

"Defect" means a reproducible instance of an adverse and incorrect functioning of a Software Product or Cloud Application that impacts the ability to use functionality intentionally integrated in the design of the Software Product or Cloud Application, assuming proper usage of the Software Product or Cloud Application in its required operating environment. Defects are further classified into four levels as follows:

Level	Impact of Defect
▸ Level One	*No workaround available and either:* ▸ *Productive use prohibited, or* ▸ *Aborts.*
▸ Level Two	*No workaround available and either:* ▸ Primary purpose compromised, or ▸ Productive use significantly impacted
▸ Level Three	▸ Productive, but incomplete operation Level Three Defects generally have a workaround or do not otherwise substantially impair productive use.
▸ Level Four	▸ Defects not qualifying as Level One, Two, or Three, including defects of a cosmetic nature and defects not materially limiting complete productive use

Customer shall classify a Defect in accordance with the foregoing; provided that, Hexagon shall reclassify the Defect as appropriate following its review thereof.

"Deliverable(s)" means all Services Deliverables, software, hardware, Cloud Programs, and other items delivered or to be delivered by Hexagon to Customer and identified in the Order.

"Designated Portal" means the portal(s), website(s), platform(s), or other similar channels designated by Hexagon from time to time to be used for specific collaboration(s), information dissemination(s), or communications(s).

"Developer Tools" or "DevTools" means any software intended for use by developers to create (i) software for (a) redistribution, or (b) interfacing two or more of the following: Software, Cloud Applications, E/C; or (ii) specific customizations for which the Developer Tool is intended and designed. Developer Tools are subject to Developer Tools Schedules.

"Developer Tools Schedule" or "DevTools Schedule" means a document relating to certain DevTools provided by Hexagon listed in the Order Documents that identifies particular details, limitations, licensing, and other parameters relating to the DevTools. In the absence of DevTools Schedule(s) being included within the Order Documents, DevTools Schedules may be found at https://www.hexagonsafetyinfrastructure.com/-/media/Legal/Hexagon/SI/TPS/DT-LLP.pdf, which Schedules are incorporated into the Order as if fully set forth therein.

"Documentation" means, whether in electronic or printed form, any user's guides, reference guides, administrator's guides, configuration guides, release guides, installation guides, and help guides made available through the Designated Portal. Not all of the types of Software Products or Cloud Applications are provided with Documentation or with similar Documentation.

"Effective Date" means the date and time the last Party executes the Master Agreement.

"Emergency Maintenance" means all maintenance performed when a Cloud Service Request demands immediate, unplanned attention, as reasonably determined by Hexagon.

"Equipment" means tangible, personal property to be provided by Hexagon identified in Order Documents, including, but not limited to computing hardware, computer-related equipment, computer devices, furniture, sensors, equipment, unmanned aerial vehicles, and instruments.

"**E/C" or "Equipment/Content"** means digital content identified in an E/C Schedule and/or any Equipment supplied by or through Hexagon. For purposes of clarity, the term "E/C" excludes Maintenance Services, Cloud Program, Software (except Software intentionally designed and embedded with Equipment), and Services. E/C is subject to E/C Schedules.

"E/C Schedule" means a document relating to certain E/C provided by Hexagon listed in the Order Documents that address some or all of the following depending upon the offering being addressed: licensing requirements for any embedded Software, maintenance parameters and limitations, warranty, and support provisions. In the absence of E/C Schedule(s) being included within the Order Documents, E/C Schedules may be found at https://www.hexagonsafetyinfrastructure.com/-/media/Legal/Hexagon/SI/TPS/EC-LLP.pdf, which Schedules are incorporated into the Order as if fully set forth therein.

"Error" means a Defect with a purchased Cloud Application, Cloud Optional Service, or Third Party Software causing a purchased Cloud Application to fail to materially conform to its designed functionality or Documentation. Errors are further classified into the same four levels as corresponding to the definition for "Defect."

"EULA" means the certain Hexagon End-User License Agreement set forth in these Master Terms as Exhibit A and/or that is delivered with Software and which must be accepted prior to Software installation.

"Exchanged Product" means a later released Software Product which the Customer will receive pursuant to its Maintenance Contract and supplants the Replaced Product.

"Fixed Price Project Assignment" means a type of Order where Hexagon will provide Services with or without accompanying Product(s) for a fixed price.

"Hexagon" means the entity that is a member of the Hexagon Group of companies that is identified in the Order Documents; provided however, as used in the EULA, "Hexagon" means Intergraph Corporation.

"Hexagon IP" means Hexagon or Hexagon Affiliate developed, created, or prepared Intellectual Property. Additional information regarding Hexagon patents, including a list of registered patents associated with the Software Products, is available at www.intergraph.com/patents and/or www.uspto.gov.

"Intellectual Property" or **"IPR"** means all forms of intellectual property including, but not limited to, patents, trademarks, copyrights, trade secrets, methodologies, logos, techniques, processes, know-how, formulae, algorithms, logic designs, screen displays, schematics, source and object code computer programs or software, declaring code, implementing code, Documentation, mask work rights, digital data content, design, ideas, product information, inventions and improvements thereto, and all works of authorship fixed in any medium of expression (including any form of online, digital, or electronic medium), whether or not copyrightable and whether registered or not.

"Lapse" means an occurrence of any period of time, regardless of duration, during which (i) a Covered Product is not the subject of an active Order for Maintenance Services or other Maintenance Contract and

an active Coverage Period, and/or (ii) payment is past due to Hexagon under a Maintenance Contract. Extension of a Coverage Period and/or payment to Hexagon after the occurrence of a Lapse shall not negate a Lapse, absent Hexagon's express written waiver.

"License Key(s)" means certain unique data string(s) verifying authorized access to the Cloud Application(s), which are purchased by the Customer and provided by Hexagon, as set forth on the Quote.

"Local Environment" means the collection of environments provided and supported by Customer (e.g. providing System Equipment, etc.) in which the Local Software operates.

"Local Software" means software applications incidental to the Cloud Program which are designed to operate natively on devices outside the Cloud Portal and in the Local Environment.

"Maintenance Contract" means a contract under which Hexagon provides Maintenance Services to Customer in relation to Covered Products and under which Customer is to compensate Hexagon therefor.

"Maintenance Services" means only those services described in the document titled "Maintenance Terms and Conditions for Software" provided by Hexagon with respect to Software and other Deliverables licensed to Customer and identified in the Order Documents as the subject of Maintenance Services.

"Material Adverse Effect" means a change that individually or collectively in aggregate with other changes has the impact of (i) negatively and materially reducing the Customer's and/or its Affiliates and/or its/their Authorized Cloud Users' or Users' access and/or usage rights in respect of the Cloud Program and which render the Cloud Program unusable for its primary intended purpose; or (ii) making the Cloud Program materially less secure which results in increased risk to Customer Data or to data belonging to other Hexagon customers. For clarity, a Material Adverse Effect is a condition which would render the Cloud Program un-usable or materially less secure for intended users generally, and not merely as a result of individual characteristics associated with Customer or its specific implementation or operation.

"Metered License" means a specific type of Subscription License that allows the Customer to use the Subscription License up to the number of hours set forth in the Quote during the Subscription Term. For reference, a Subscription License that is a Metered License shall have the word "Metered" in the Software Product name and/or have the letters "MTR" at the end of the product number for the Software Product instead of the other identifiers corresponding to an unmetered Subscription License referenced in its definition.

"Minimal Operations Levels" means operation of a Software Product without a Level One Defect.

"Modern Release" means a version of a Software Product published by Hexagon no more than eighteen (18) months prior to Customer's first use thereof in Production.

"Month" means, unless otherwise stated in the applicable provision, a calendar month.

"Network Requirements" means (i) the minimum requirements, including but not limited to software and/or hardware, internet connection, latency or other requirements, which must be met by Customer in order to access the Cloud Portal and use the Cloud Program; and (ii) network recommendations to the Customer which describe general and specific recommendations for the network connection requirements of the Cloud Program in order to enable the Cloud Program to function as designed. The Network Requirements may be updated from time to time and Customer will be notified of such update via posting in the Cloud Portal or as otherwise determined by Hexagon.

"Offboarding" or **"Offboarded"** means the process for offboarding the Customer Data (or part thereof) from the Customer Cloud Environment and relocating or facilitating relocation of Customer Data to another Customer-designated location.

"Onboarding" or **"Onboarded"** means the process of loading Customer Data into the Customer Cloud Environment.

"Onsite Fee" means a fixed fee encompassing Hexagon's travel expenses for an individual trip (an individual trip means to travel from the Hexagon resource's primary duty station in furtherance with an Order and lasting no more than five (5) consecutive days).

"Order" means each individual purchase transaction in which the Parties engage, as evidenced by Order Documents.

"Order Documents" shall mean written documents, the terms of which include Hexagon's commitment to provide specific products, licenses, and/or services at a specified price, subject to the terms and conditions of the Primary Contracting Document. Order Documents may consist of a single document executed by the parties or a combination of documents that together form an Order. Any Schedule applicable to the Order is incorporated into the Order Documents as if fully set forth therein.

"Perpetual License" means a type of license for Software Product which allows the User to use the Software Product in perpetuity so long as the User does not otherwise violate the terms of the EULA. For reference, a Perpetual License on a Quote is denoted by its absence of either the terms "Subscription," "SaaS," or "Metered" and/or the absence of the letters "SU," "UB," "CLD," or "MTR" at the end of the Software Product number or the letters "HCL" at the beginning of the Software Product number.

"Personal Data" means data, including but not limited to criminal justice information, and other information which corresponds to a living individual person defined to be Personal Data under the applicable Personal Data protection laws of the Customer's jurisdiction.

"Planned Maintenance" means maintenance planned and communicated in advance by Hexagon to Customer for the maintenance of the Cloud Program.

"Primary Contracting Document" means the contract document accepted by the Parties which references and incorporates this Common Terms Glossary and/or references and incorporates a document to which this Common Terms Glossary is an exhibit or attachment.

"Product Change Request" means a request for additional functionality or modification to the purchased Cloud Application(s) or Covered Products.

"Product Order" means a type of an Order that involves only the sale of Products from Hexagon. A Product Order may include the sale of Maintenance Services or maintenance for Equipment so long as the subject of the services is also included in the Product Order. This type of Order does not include Services or Cloud Programs.

"Product(s)" means either or the combination of Software (including Subscription Licenses), E/C, or other goods, and excluding Services, Maintenance Services, or a Cloud Program.

"Production" means, as applicable, where a Subsystem or Cloud Program is used in production/operation with an aim to accomplish one or more of its ultimate intended purposes. Operation solely for testing or training is not Production.

"Production Environment" means a logical group of virtual or physical computers comprised within the Cloud Environment to which the Customer will be provided with access and use the purchased Cloud Application(s) in production and for its generally marketed purpose.

"Production System License" means the license(s) of Software Product provided to User for general production use.

"Product-Specific Terms" modify the EULA, and (ii) in the event of a conflict between the EULA and Product-Specific Terms, Product-Specific Terms shall govern for the applicable Software. In the event of a conflict of terms between the EULA, any prior Product-Specific Terms (including any product-specific terms delivered in the form of an addendum to the EULA), and later Product-Specific Terms, the later Product-Specific Terms shall take precedence over the EULA and any prior Product-Specific Terms regarding the subject Software.

"Purchase Order" or **"PO"** means a document issued by Customer to Hexagon to authorize the delivery of certain Product(s), Services, Deliverables, or Cloud Programs.

"Quote" means a document issued by Hexagon reflecting Product(s), Services, Maintenance Services, Deliverables, and/or Cloud Programs, which Hexagon offers to provide Customer, as well as the prices and fees therefor, the Customer's name and location, and any applicable Schedule(s). To the extent any document or information is identified in the Quote with the intention of it being incorporated into the Quote, it will form part of the Quote.

"Replaced Product" means an earlier Software Product which will be replaced pursuant to a Maintenance Contract for an Exchanged Product.

"**Schedule**" means one or more of: E/C Schedule(s), Cloud Services Schedule(s), DevTools Schedule(s), Training Program Statement(s), and/or Special Purpose Schedule(s).

"**Secure Access Tool**" is a tool designated by Hexagon for providing secure, auditable remote access to Customer utilized environments in order for Hexagon support personnel to effectively perform services.

"Security Incident" means an event or set of circumstances resulting in a compromise of the security, confidentiality, or integrity of Customer Data under Hexagon's control. Examples of Security Incidents include: (i) security breaches to Hexagon's network perimeter or to internal applications resulting in compromise of Customer Data; (ii) severe degradation of, Hexagon's security controls, methods, processes or procedures that result in compromise of the security, confidentiality or integrity of Customer Data; and (iii) the unauthorized disclosure of Customer Data.

"Server" means a computer or computer program which manages access by Clients to a centralized resource or service in a network.

"Server-based Software Product" means Server-based software that is accessed by one or more Clients.

"Services" means the work, services, projects, assignments, or tasks Hexagon shall perform pursuant to an Order. Services do not include Maintenance Services, Cloud Programs, or XaaS (anything as a service).

"Services Deliverable" means any data, document, information, Customized Software, Third Party Software, or material provided to Customer as a product of Hexagon's performance of Services pursuant to an Order. Cloud Programs are not Services Deliverables.

"Software" means the software and DevTools owned by Hexagon or an Affiliate and Third Party Software that is licensed to Customer. For the avoidance of doubt, Cloud Programs and their contents are not "Software" as that term is used herein.

"Software Product" means the Hexagon or Hexagon Affiliate software product(s) identified in the Order Documents, which includes (i) any associated Hexagon files, sample data, demo data, or media with which the software is provided, (ii) any associated templates, data, printed materials, and "online" or electronic Documentation, and (iii) any Updates of such Software Products not made the subject of a separate license agreement. The term Software Products shall not include, and no rights of use are granted to User for, third party components, Hexagon products, or dependencies unnecessary to operate products made the subject of the Order Documents, but incidentally delivered within the same files or media. Software Product shall not mean any Third Party Software. For the avoidance of doubt, Cloud Programs and their contents are not "Software Products" as that term is used herein. For avoidance if doubt, Software Product does not include Developer Tools. Software Products are subject to all of the terms and conditions of the EULA which the Parties agree will apply to the same; and in the absence of such agreement, then the terms of the EULA provided with the Software Product.

"SOW" means a statement of work setting forth the scope of Services being provided pursuant to an Order.

"Special Purpose Item" means an item identified in Order Documents as due to be delivered by Hexagon, which item is subject to certain unique terms, conditions, restrictions, or requirements identified in a Special Purpose Schedule.

"Special Purpose Schedule" means a document identifying terms, conditions, and restrictions applicable to a Special Purpose Item. In the absence of Special Purpose Schedule(s) being included within the Order Documents, Special Purpose Schedules may be found at https://www.hexagonsafetyinfrastructure.com/-/media/Legal/Hexagon/SI/TPS/SPS-LLP.pdf.

"Subscription" means the collection of Subscription License(s) identified on the Quote and or purchased by the Customer.

"Subscription License" means a particular type of license to a Software Product that allows a Customer to use the Software Product for a specified period of time identified in the Quote. For reference, a Software Product that is a Subscription License shall have the word "Subscription" in the Software Product name and/or have the letters "SU" at the end of the product number for the Software Product.

"Subscription Term" means the period of time during which Users are authorized to use the Subscription License as set forth on the applicable Quote beginning on the date the Subscription Licenses are provided

to the User or the User is provided license keys or access to the Subscription License, unless otherwise noted in the Order Documents.

"Subsystem" means a Hexagon solution that is designed to provide a specific capability independent of the procurement of any other Subsystem. Hexagon's computer aided dispatch system ("I/CAD" or "OnCall Dispatch"), records management system ("RMS" or "OnCall Records"), and G/Technology (G/Tech) are each an example of a Subsystem.

"System" means a physical or operational location where the Software resides and operates on an individual Server or where a single operational identification number ("Site ID") has been assigned by Hexagon.

"System Equipment" means all computer-related hardware, including but not limited to, servers, workstations, cables, mice, keyboards, cameras, and SAN's; operating system software; database software; and other third party software.

"Task" means an Activity or combination of Activities of any nature whether tangible or intangible, whether onsite or remote, or an event, as further identified in an SOW.

"Task Acceptance" means the event when the Task Acceptance Criteria has been satisfied in accordance with the Task Acceptance Process.

"Task Acceptance Criteria" means the criteria by which a Task will be evaluated for completion as described in an SOW.

"Task Acceptance Process" means the process by the Customer and Hexagon verify completion of the Task Acceptance Criteria as further described below. Once Hexagon believes the Task Acceptance Criteria has been successfully completed, Hexagon shall submit for execution by Customer's project manager a sign-off form in substantial conformity with Exhibit C, "Project Deliverable Sign-off Form." Within ten (10) Business Days of receipt of the applicable Project Deliverable Sign-off Form for the completed milestone or Task, Customer's project manager will either: (i) execute the Project Deliverable Sign-off Form provided by Hexagon, or (ii) provide a written description of all deficiencies to Hexagon. If Customer fails to perform either action identified in the preceding sentence within ten (10) Business Days, or if the Deliverable, including the Software contained in the Fixed Price Project Assignment Order, is placed into Production or utilized in a live environment, then the Task or milestone shall be deemed accepted.

"Term" means the duration of performance under the contract into which this Common Terms Glossary is incorporated by reference.

"Third Party Service Provider" means the third party service provider with whom Hexagon enters into a subcontract with respect to the hosting of a cloud platform, Training Curricula, and/or other services to provide an element of the Cloud Program, Training Curricula, or other service to Customer (if applicable) on behalf of Hexagon.

"Third Party Software" means computer software or other technology in which any person or entity, other than Hexagon or Hexagon's Affiliate, has any right, title or interest, including any restrictions or obligations (such as obligations to obtain consents or approvals and restrictions that may be eliminated only by obtaining such consents or approvals) applicable to the computer software or technology, but does not include software embedded in the Software Products by license from third parties. The use of Third Party Software is subject to all of the terms and conditions of the Third Party Terms. "Third Party Software Products" also means, where applicable, pre-requisite third party software products used by Hexagon in order for Customer to receive other components of the Cloud Program or licensed by Hexagon and used by the Customer to use Cloud Application or Cloud Optional Services.

"Third Party Terms" means for certain Third Party Software additional terms and conditions provided with the Order Documents and/or cited in the Use Terms, or otherwise made available to the Customer or any User.

"Time and Materials Project Assignment" means Hexagon will perform the Services set forth in an Order on an hourly basis until the project is either completed or the authorized hours are exhausted, whichever comes first. Unless otherwise specified in the Order Documents, a Time and Materials Project Assignment shall end six (6) months after formation of the Order.

"Training Curricula" means one or more training classes or resources provided by Hexagon to Customer as a service over a limited time period. Training Curricula are subject to Training Program Statements.

"Training Program Statement" means document(s) titled "Training Program Statement" containing additional details regarding the Training Curricula parts being provided to Customer, including, but not limited to: whether the training is provided live on-site, live but remotely, or by way of recorded or static online content; and, certain other pertinent details; provided that "Training Program Statement" may alternatively refer to only those specific terms of an SOW containing additional details regarding Training Curricula being provided to Customer. In the absence of Training Program Statement(s) being included within the Order Documents, Training Program Statements may be found at https://www.hexagonsafetyinfrastructure.com/-/media/Legal/Hexagon/SI/TPS/TPS-LLP.pdf, which Training Program Statements are incorporated into the Order as if fully set forth therein.

"Update" means any upgrade, modified version, new release, fix, patch and/or update of the Software. Updates can require full installation and a new License Key. Updates are subject to all of the terms and conditions of the EULA provided with User's then current version of the Software; provided that if a new EULA is delivered with an Update, acceptance thereof is a requirement for its use.

"User" means Customer and/or an individual employed by Customer and authorized by Hexagon to use a particular Software, Cloud Application, Third Party Software, or Cloud Optional Services on behalf of the Customer. A User may also include Customer's contractor who requires temporary use in order to provide services on Customer's behalf. A person can only be authorized and a User if the person is an employee or designee of Customer and Customer has purchased the requisite number of licenses, or in the case of Cloud Programs, the requisite number of License Key(s) to provide Credentials for that User.

"Use Terms" means the Hexagon Product Usage Policy and Product Specific Terms accessible from Exhibit I which are incorporated herein. For purposes of clarity, the Use Terms corresponding to the date of the Order shall apply to that specific Order and the Software provided thereunder.

"Version Limitation I" is a status reached by a Software Product on the earlier of the (i) the third anniversary of the Customer's first operation of that Software Product in a live Production environment or (ii) the fifth anniversary of Hexagon's first actual delivery of the Software Product to the Customer for implementation; provided that each time Customer upgrades the version of the Software Product used in Production to a Modern Release, a reset shall occur, such that Version Limitation I shall thereafter be reached upon the third anniversary of the Customer's first operation of such Modern Release in a live Production environment.

"Version Limitation II" is a status reached by a Software Product on the earlier of (i) the fourth anniversary of the Customer's first operation of that Software Product in a live Production environment or (ii) the sixth anniversary of Hexagon's first actual delivery of the Software Product to the Customer for implementation; provided that each time Customer upgrades the version of the Software Product used in Production to a Modern Release, a reset shall occur, such that Version Limitation II shall thereafter be reached upon the fourth anniversary of the Customer's first operation of such Modern Release in a live Production environment.

"Version Limitations" means, separately and collectively, limitations on Services to be provided hereunder based upon a Covered Product reaching Version Limitation I and/or Version Limitation II.

"Virus" means any thing or device (including any software, code, file or program) which may: (i) prevent, impair or otherwise adversely affect the operation of any computer software, hardware or network, any telecommunications service, equipment or network or any other service or device; (ii) prevent, impair or otherwise adversely affect access to or the operation of any program or data, including the reliability of any program or data (whether by rearranging, altering or erasing the program or data in whole or part or otherwise); or (iii) adversely affect the user experience or security, including worms, Trojan horses, viruses and other similar things or devices.

"Work" means, as applicable, the performance or providing of Services, Maintenance Services, or Cloud Services.

"XML Files" means the XML (Extensible Markup Language) files generated by the Software Product, where applicable.

"XSL Stylesheets" means the XSL (Extensible Stylesheet Language) presentation of a class of XML Files which, when included with the Software Product, describe how an instance of the class is transformed into
an XML (Extensible Markup Language) document that uses the formatting vocabulary.

Exhibit H

HIPAA Business Associate Agreement

Addendum to Contract

Between the County of Riverside and Intergraph Corporation ("Contractor")

This HIPAA Business Associate Agreement (the "Addendum") supplements, and is made part of the Master Agreement to which this Exhibit is attached (the" Underlying Agreement) between the County of Riverside ("County") and Contractor and shall be effective as of the date the Underlying Agreement approved by both Parties (the "Effective Date").

RECITALS

WHEREAS, County and Contractor entered into the Underlying Agreement pursuant to which the Contractor provides services to County, and in conjunction with the provision of such services certain protected health information ("PHI") and/or certain electronic protected health information ("ePHI") may be created by or made available to Contractor for the purposes of carrying out its obligations under the Underlying Agreement; and,

WHEREAS, the provisions of the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), Public Law 104-191 enacted August 21, 1996, and the Health Information Technology for Economic and Clinical Health Act ("HITECH") of the American Recovery and Reinvestment Act of 2009, Public Law 111-5 enacted February 17, 2009, and the laws and regulations promulgated subsequent thereto, as may be amended from time to time, are applicable to the protection of any use or disclosure of PHI and/or ePHI pursuant to the Underlying Agreement; and,

WHEREAS, County is a covered entity, as defined in the Privacy Rule; and,

WHEREAS, to the extent County discloses PHI and/or ePHI to Contractor or Contractor creates, receives, maintains, transmits, or has access to PHI and/or ePHI of County, Contractor is a business associate, as defined in the Privacy Rule; and,

WHEREAS, pursuant to 42 USC §17931 and §17934, certain provisions of the Security Rule and Privacy Rule apply to a business associate of a covered entity in the same manner that they apply to the covered entity, the additional security and privacy requirements of HITECH are applicable to business associates and must be incorporated into the business associate agreement, and a business associate is liable for civil and criminal penalties for failure to comply with these security and/or privacy provisions; and,

WHEREAS, the parties mutually agree that any use or disclosure of PHI and/or ePHI must be in compliance with the Privacy Rule, Security Rule, HIPAA, HITECH and any other applicable law; and,

WHEREAS, the parties intend to enter into this Addendum to address the requirements and obligations set forth in the Privacy Rule, Security Rule, HITECH and HIPAA as they apply to Contractor as a business associate of County, including the establishment of permitted and required uses and disclosures of PHI and/or ePHI created or received by Contractor during the course of performing functions, services and activities on behalf of County, and appropriate limitations and conditions on such uses and disclosures;

NOW, THEREFORE, in consideration of the mutual promises and covenants contained herein, the parties agree as follows:

1. **Definitions.** Terms used, but not otherwise defined, in this Addendum shall have the same meaning as those terms in HITECH, HIPAA, Security Rule and/or Privacy Rule, as may be amended from time to time.

A. "Breach" when used in connection with PHI means the acquisition, access, use or disclosure of PHI in a manner not permitted under subpart E of the Privacy Rule which compromises the security or privacy of the PHI, and shall have the meaning given such term in 45 CFR §164.402.

(1) Except as provided below in Paragraph (2) of this definition, acquisition, access, use, or disclosure of PHI in a manner not permitted by subpart E of the Privacy Rule is presumed to be a breach unless Contractor demonstrates that there is a low probability that the PHI has been compromised based on a risk assessment of at least the following four factors:

(a) The nature and extent of the PHI involved, including the types of identifiers and the likelihood of re-identification;

(b) The unauthorized person who used the PHI or to whom the disclosure was made;

(c) Whether the PHI was actually acquired or viewed; and

(d) The extent to which the risk to the PHI has been mitigated.

(2) Breach excludes:

(a) Any unintentional acquisition, access or use of PHI by a workforce member or person acting under the authority of a covered entity or business associate, if such acquisition, access or use was made in good faith and within the scope of authority and does not result in further use or disclosure in a manner not permitted under subpart E of the Privacy Rule.

(b) Any inadvertent disclosure by a person who is authorized to access PHI at a covered entity or business associate to another person authorized to access PHI at the same covered entity, business associate, or organized health care arrangement in which County participates, and the information received as a result of such disclosure is not further used or disclosed in a manner not permitted by subpart E of the Privacy Rule.

(c) A disclosure of PHI where a covered entity or business associate has a good faith belief that an unauthorized person to whom the disclosure was made would not reasonably have been able to retain such information.

B. "Business associate" has the meaning given such term in 45 CFR §164.501, including but not limited to a subcontractor that creates, receives, maintains, transmits or accesses PHI on behalf of the business associate.

C. "Data aggregation" has the meaning given such term in 45 CFR §164.501.

D. "Designated record set" as defined in 45 CFR §164.501 means a group of records maintained by or for a covered entity that may include: the medical records and billing records about individuals maintained by or for a covered health care provider; the

enrollment, payment, claims adjudication, and case or medical management record systems maintained by or for a health plan; or, used, in whole or in part, by or for the covered entity to make decisions about individuals.

E. "Electronic protected health information" ("ePHI") as defined in 45 CFR §160.103 means protected health information transmitted by or maintained in electronic media.

F. "Electronic health record" means an electronic record of health-related information on an individual that is created, gathered, managed, and consulted by authorized health care clinicians and staff, and shall have the meaning given such term in 42 USC §17921(5).

G. "Health care operations" has the meaning given such term in 45 CFR §164.501.

H. "Individual" as defined in 45 CFR §160.103 means the person who is the subject of protected health information.

I. "Person" as defined in 45 CFR §160.103 means a natural person, trust or estate, partnership, corporation, professional association or corporation, or other entity, public or private.

J. "Privacy Rule" means the HIPAA regulations codified at 45 CFR Parts 160 and 164, Subparts A and E.

K. "Protected health information" ("PHI") has the meaning given such term in 45 CFR §160.103, which includes ePHI.

L. "Required by law" has the meaning given such term in 45 CFR §164.103.

M. "Secretary" means the Secretary of the U.S. Department of Health and Human Services ("HHS").

N. "Security incident" as defined in 45 CFR §164.304 means the attempted or successful unauthorized access, use, disclosure, modification, or destruction of information or interference with system operations in an information system.

O. "Security Rule" means the HIPAA Regulations codified at 45 CFR Parts 160 and 164, Subparts A and C.

P. "Subcontractor" as defined in 45 CFR §160.103 means a person to whom a business associate delegates a function, activity, or service, other than in the capacity of a member of the workforce of such business associate.

Q. "Unsecured protected health information" and "unsecured PHI" as defined in 45 CFR §164.402 means PHI not rendered unusable, unreadable, or indecipherable to unauthorized persons through use of a technology or methodology specified by the Secretary in the guidance issued under 42 USC §17932(h)(2).

2. **Scope of Use and Disclosure by Contractor of County's PHI and/or ePHI.**

A. Except as otherwise provided in this Addendum, Contractor may use, disclose, or access PHI and/or ePHI as necessary to perform any and all obligations of Contractor under the

Underlying Agreement or to perform functions, activities or services for, or on behalf of, County as specified in this Addendum, if such use or disclosure does not violate HIPAA, HITECH, the Privacy Rule and/or Security Rule.

B. Unless otherwise limited herein, in addition to any other uses and/or disclosures permitted or authorized by this Addendum or required by law, in accordance with 45 CFR §164.504(e)(2), Contractor may:

1) Use PHI and/or ePHI if necessary for Contractor's proper management and administration and to carry out its legal responsibilities; and,

2) Disclose PHI and/or ePHI for the purpose of Contractor's proper management and administration or to carry out its legal responsibilities, only if:

a) The disclosure is required by law; or,

b) Contractor obtains reasonable assurances, in writing, from the person to whom Contractor will disclose such PHI and/or ePHI that the person will:

i. Hold such PHI and/or ePHI in confidence and use or further disclose it only for the purpose for which Contractor disclosed it to the person, or as required by law; and,

ii. Notify County of any instances of which it becomes aware in which the confidentiality of the information has been breached; and,

3) Use PHI to provide data aggregation services relating to the health care operations of County pursuant to the Underlying Agreement or as requested by County; and,

4) De-identify all PHI and/or ePHI of County received by Contractor under this Addendum provided that the de-identification conforms to the requirements of the Privacy Rule and/or Security Rule and does not preclude timely payment and/or claims processing and receipt.

C. Notwithstanding other provisions in this Addendum or the Underlying Agreement, in any instance where applicable state and/or federal laws and/or regulations are more stringent in their requirements than the provisions of HIPAA, including, but not limited to, prohibiting disclosure of mental health and/or substance abuse records, the applicable state and/or federal laws and/or regulations shall control the disclosure of records.

3. **Prohibited Uses and Disclosures.**

A. Contractor may neither use, disclose, nor access PHI and/or ePHI in a manner not authorized by the Underlying Agreement or this Addendum without patient authorization or de-identification of the PHI and/or ePHI and as authorized in writing from County.

B. Contractor may neither use, disclose, nor access PHI and/or ePHI it receives from County or from another business associate of County, except as permitted or required by this Addendum, or as required by law.

C. Contractor agrees not to make any disclosure of PHI and/or ePHI that County would be prohibited from making.

D. Contractor shall not use or disclose PHI for any purpose prohibited by the Privacy Rule, Security Rule, HIPAA and/or HITECH, including, but not limited to 42 USC §17935 and §17936. Contractor agrees:

1) Not to use or disclose PHI for fundraising, unless pursuant to the Underlying Agreement and only if permitted by and in compliance with the requirements of 45 CFR §164.514(f) or 45 CFR §164.508;

2) Not to use or disclose PHI for marketing, as defined in 45 CFR §164.501, unless pursuant to the Underlying Agreement and only if permitted by and in compliance with the requirements of 45 CFR §164.508(a)(3);

3) Not to disclose PHI, except as otherwise required by law, to a health plan for purposes of carrying out payment or health care operations, if the individual has requested this restriction pursuant to 42 USC §17935(a) and 45 CFR §164.522, and has paid out of pocket in full for the health care item or service to which the PHI solely relates; and,

4) Not to receive, directly or indirectly, remuneration in exchange for PHI, or engage in any act that would constitute a sale of PHI, as defined in 45 CFR §164.502(a)(5)(ii), unless permitted by the Underlying Agreement and in compliance with the requirements of a valid authorization under 45 CFR §164.508(a)(4). This prohibition shall not apply to payment by County to Contractor for services provided pursuant to the Underlying Agreement.

4. **Obligations of County.**

A. County agrees to make its best efforts to notify Contractor promptly in writing of any restrictions on the use or disclosure of PHI and/or ePHI agreed to by County that may affect Contractor's ability to perform its obligations under the Underlying Agreement, or this Addendum.

B. County agrees to make its best efforts to promptly notify Contractor in writing of any changes in, or revocation of, permission by any individual to use or disclose PHI and/or ePHI, if such changes or revocation may affect Contractor's ability to perform its obligations under the Underlying Agreement, or this Addendum.

C. County agrees to make its best efforts to promptly notify Contractor in writing of any known limitation(s) in its notice of privacy practices to the extent that such limitation may affect Contractor's use or disclosure of PHI and/or ePHI.

D. County agrees not to request Contractor to use or disclose PHI and/or ePHI in any manner that would not be permissible under HITECH, HIPAA, the Privacy Rule, and/or Security Rule.

E. County agrees to obtain any authorizations necessary for the use or disclosure of PHI and/or ePHI, so that Contractor can perform its obligations under this Addendum and/or Underlying Agreement.

5. **Obligations of Contractor.** In connection with the use or disclosure of PHI and/or ePHI, Contractor agrees to:

A. Use or disclose PHI only if such use or disclosure complies with each applicable requirement of 45 CFR §164.504(e). Contractor shall also comply with the additional privacy requirements that are applicable to covered entities in HITECH, as may be amended from time to time.

B. Not use or further disclose PHI and/or ePHI other than as permitted or required by this Addendum or as required by law. Contractor shall promptly notify County if Contractor is required by law to disclose PHI and/or ePHI.

C. Use appropriate safeguards and comply, where applicable, with the Security Rule with respect to ePHI, to prevent use or disclosure of PHI and/or ePHI other than as provided for by this Addendum.

D. Mitigate, to the extent practicable, any harmful effect that is known to Contractor of a use or disclosure of PHI and/or ePHI by Contractor in violation of this Addendum.

E. Report to County any Contractor's misuse or disclosure of PHI and/or ePHI not provided for by this Addendum or otherwise in violation of HITECH, HIPAA, the Privacy Rule, and/or Security Rule of which Contractor becomes aware, including breaches of unsecured PHI as required by 45 CFR §164.410.

F. In accordance with 45 CFR §164.502(e)(1)(ii), require that any subcontractors that create, receive, maintain, transmit or access PHI on behalf of the Contractor agree through contract to the same restrictions and conditions that apply to Contractor with respect to such PHI and/or ePHI, including the restrictions and conditions pursuant to this Addendum.

G. Make available to County or the Secretary, in the time and manner designated by County or Secretary, Contractor's internal practices, books and records relating to the use, disclosure and privacy protection of PHI received from County, or created or received by Contractor on behalf of County, for purposes of determining, investigating or auditing Contractor's and/or County's compliance with the Privacy Rule.

H. Request, use or disclose only the minimum amount of PHI necessary to accomplish the intended purpose of the request, use or disclosure in accordance with 42 USC §17935(b) and 45 CFR §164.502(b)(1).

I. Comply with requirements of satisfactory assurances under 45 CFR §164.512 relating to notice or qualified protective order in response to a third party's subpoena, discovery request, or other lawful process for the disclosure of PHI, which Contractor shall promptly notify County upon Contractor's receipt of such request from a third party.

J. Not require an individual to provide patient authorization for use or disclosure of PHI as a condition for treatment, payment, enrollment in any health plan (including the health plan administered by County), or eligibility of benefits, unless otherwise excepted under 45 CFR §164.508(b)(4) and authorized in writing by County.

K. Use appropriate administrative, technical and physical safeguards to prevent inappropriate use, disclosure, or access of PHI and/or ePHI by Contractor.

L. Obtain and maintain knowledge of applicable laws and regulations related to HIPAA and HITECH, as may be amended from time to time.

M. Comply with the requirements of the Privacy Rule that apply to the County to the extent Contractor is to carry out County's obligations under the Privacy Rule.

N. Take reasonable steps to cure or end any pattern of activity or practice of its subcontractor of which Contractor becomes aware that constitute a material breach or violation of the subcontractor's obligations under the business associate contract with Contractor, and if such steps are unsuccessful, Contractor agrees to terminate its contract with the subcontractor if feasible.

6. **Access to PHI, Amendment and Disclosure Accounting.** If PHI, including ePHI belonging to the County is in the exclusive custody and control of Contractor, then Contractor agrees to:

A. **Access to PHI, including ePHI.** Provide access to PHI, including ePHI if maintained electronically, in a designated record set to County or an individual as directed by County, within five (5) days of request from County, to satisfy the requirements of 45 CFR §164.524.

B. **Amendment of PHI.** Make PHI available for amendment and incorporate amendments to PHI in a designated record set County directs or agrees to at the request of an individual, within fifteen (15) days of receiving a written request from County, in accordance with 45 CFR §164.526.

C. **Accounting of disclosures of PHI and electronic health record.** Assist County to fulfill its obligations to provide accounting of disclosures of PHI under 45 CFR §164.528 and, where applicable, electronic health records under 42 USC §17935(c) if Contractor uses or maintains electronic health records. Contractor shall:

1) Document such disclosures of PHI and/or electronic health records, and information related to such disclosures, as would be required for County to respond to a request by an individual for an accounting of disclosures of PHI and/or electronic health record in accordance with 45 CFR §164.528.

2) Within fifteen (15) days of receiving a written request from County, provide to County or any individual as directed by County information collected in accordance with this section to permit County to respond to a request by an individual for an accounting of disclosures of PHI and/or electronic health record.

3) Make available for County information required by this Section 6.C for six (6) years preceding the individual's request for accounting of disclosures of PHI, and for three (3) years preceding the individual's request for accounting of disclosures of electronic health record.

7. **Security of ePHI.** In the event County discloses ePHI to Contractor or Contractor needs to create, receive, maintain, transmit or have access to County ePHI, in accordance with 42 USC §17931 and 45 CFR §164.314(a)(2)(i), and §164.306, Contractor shall:

1.Comply with the applicable requirements of the Security Rule, and implement administrative, physical, and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of ePHI that Contractor creates, receives, maintains, or transmits on behalf of County in accordance with 45 CFR §164.308, §164.310, and §164.312;

2.Comply with each of the requirements of 45 CFR §164.316 relating to the implementation of policies, procedures and documentation requirements with respect to ePHI;

3.Protect against any reasonably anticipated threats or hazards to the security or integrity of ePHI;

4.Protect against any reasonably anticipated uses or disclosures of ePHI that are not permitted or required under the Privacy Rule;

5.Ensure compliance with the Security Rule by Contractor's workforce;

6. In accordance with 45 CFR §164.308(b)(2), require that any subcontractors that create, receive, maintain, transmit, or access ePHI on behalf of Contractor agree through contract to the same restrictions and requirements contained in this Addendum and comply with the applicable requirements of the Security Rule;

7.Report to County any security incident of which Contractor becomes aware, including breaches of unsecured PHI as required by 45 CFR §164.410; and,

8.Comply with any additional security requirements that are applicable to covered entities in Title 42 (Public Health and Welfare) of the United States Code, as may be amended from time to time, including but not limited to HITECH.

8. **Breach of Unsecured PHI.** In the case of breach of unsecured PHI, Contractor shall comply with the applicable provisions of 42 USC §17932 and 45 CFR Part 164, Subpart D, including but not limited to 45 CFR §164.410.

A. **Discovery and notification.** Following the discovery of a breach of unsecured PHI within Contractor's custody and control, Contractor shall notify County in writing of such breach without unreasonable delay and in no case later than 60 calendar days after discovery of a breach, except as provided in 45 CFR §164.412.

1) **Breaches treated as discovered.** A breach is treated as discovered by Contractor as of the first day on which such breach is known to Contractor or, by exercising reasonable diligence, would have been known to Contractor, which includes any person, other than the person committing the breach, who is an employee, officer, or other agent of Contractor (determined in accordance with the federal common law of agency).

2) **Content of notification.** The written notification to County relating to breach of unsecured PHI within Contractor's custody and control shall include, to the extent

possible, the following information if known (or can be reasonably obtained) by Contractor:

a) The identification of each individual whose unsecured PHI has been, or is reasonably believed by Contractor to have been accessed, acquired, used or disclosed during the breach;

b) A brief description of what happened, including the date of the breach and the date of the discovery of the breach, if known;

c) A description of the types of unsecured PHI involved in the breach, such as whether full name, social security number, date of birth, home address, account number, diagnosis, disability code, or other types of information were involved;

d) Any steps individuals should take to protect themselves from potential harm resulting from the breach;

e) A brief description of what Contractor is doing to investigate the breach, to mitigate harm to individuals, and to protect against any further breaches; and,

f) Contact procedures for individuals to ask questions or learn additional information, which shall include a toll-free telephone number, an e-mail address, web site, or postal address.

B. **Cooperation.** With respect to any breach of unsecured PHI within Contractor's custody and control reported by Contractor, Contractor shall cooperate with County and shall provide County with any information requested by County to enable County to fulfill in a timely manner its own reporting and notification obligations, including but not limited to providing notice to individuals, prominent media outlets and the Secretary in accordance with 42 USC §17932 and 45 CFR §164.404, §164.406 and §164.408.

C. **Breach log.** To the extent breach of unsecured PHI within Contractor's custody and control involves less than 500 individuals, Contractor shall maintain a log or other documentation of such breaches and provide such log or other documentation on an annual basis to County not later than fifteen (15) days after the end of each calendar year for submission to the Secretary.

D. **Delay of notification authorized by law enforcement.** If Contractor delays notification of breach of unsecured PHI within Contractor's custody and control pursuant to a law enforcement official's statement that required notification, notice or posting would impede a criminal investigation or cause damage to national security, Contractor shall maintain documentation sufficient to demonstrate its compliance with the requirements of 45 CFR §164.412.

E. **Payment of costs.** With respect to any breach of unsecured PHI within Contractor's custody and control caused solely by the Contractor's failure to comply with one or more of its obligations under this Addendum and/or the provisions of HITECH, HIPAA, the Privacy Rule or the Security Rule, Contractor may be liable for damages associated with providing all legally required notifications to individuals, media outlets, and the Secretary. This provision shall not be construed to limit or diminish Contractor's

obligations to indemnify, defend and hold harmless County under Section 9 of this Addendum.

F. **Documentation.** Pursuant to 45 CFR §164.414(b), in the event Contractor's use or disclosure of PHI and/or ePHI violates the Privacy Rule, Contractor shall maintain documentation sufficient to demonstrate that all notifications were made by Contractor as required by 45 CFR Part 164, Subpart D, or that such use or disclosure did not constitute a breach, including Contractor's completed risk assessment and investigation documentation.

G. **Additional State Reporting Requirements.** The parties agree that this Section 8.G applies only if and/or when County, in its capacity as a licensed clinic, health facility, home health agency, or hospice, is required to report unlawful or unauthorized access, use, or disclosure of medical information under the more stringent requirements of California Health & Safety Code §1280.15. For purposes of this Section 8.G, "unauthorized" has the meaning given such term in California Health & Safety Code §1280.15(j)(2).

1) Contractor agrees to assist County to fulfill its reporting obligations to affected patients and to the California Department of Public Health ("CDPH") in a timely manner under the California Health & Safety Code §1280.15.

2) Contractor agrees to report to County any unlawful or unauthorized access, use, or disclosure of patient's medical information within Contractor's custody and control without unreasonable delay and no later than two (2) business days after Contractor detects such incident. Contractor further agrees such report shall be made in writing, and shall include substantially the same types of information listed above in Section 8.A.2 (Content of Notification) as applicable to the unlawful or unauthorized access, use, or disclosure as defined above in this section, understanding and acknowledging that the term "breach" as used in Section 8.A.2 does not apply to California Health & Safety Code §1280.15.

9. **Hold Harmless/Indemnification.**

A. See Section 9 of the Master Terms.

10. **Term.** This Addendum shall commence upon the Effective Date and shall terminate when all PHI and/or ePHI provided by County to Contractor, or created or received by Contractor on behalf of County, is destroyed or returned to County, or, if it is infeasible to return or destroy PHI and/ePHI, protections are extended to such information, in accordance with section 11.B of this Addendum.

11. **Termination. See Section 5 of the Master Terms.**

12. **General Provisions.**

A. **Retention Period.** Whenever Contractor is required to document or maintain documentation pursuant to the terms of this Addendum, Contractor shall retain such documentation for 6 years from the date of its creation or as otherwise prescribed by law, whichever is later.

B. **Amendment.** The parties agree to take such action as is necessary to amend this Addendum from time to time as is necessary for County to comply with HITECH, the Privacy Rule, Security Rule, and HIPAA generally.

C. **Survival.** The obligations of Contractor under Sections 3, 5, 6, 7, 8, 9, 11.B and 12.A of this Addendum shall survive the termination or expiration of this Addendum.

D. **Regulatory and Statutory References.** A reference in this Addendum to a section in HITECH, HIPAA, the Privacy Rule and/or Security Rule means the section(s) as in effect or as amended.

E. **Conflicts.** The provisions of this Addendum shall prevail over any provisions in the Underlying Agreement that conflict or appear inconsistent with any provision in this Addendum.

F. **Interpretation of Addendum.**
1) This Addendum shall be construed to be part of the Underlying Agreement as one document. The purpose is to supplement the Underlying Agreement to include the requirements of the Privacy Rule, Security Rule, HIPAA and HITECH.
2) Any ambiguity between this Addendum and the Underlying Agreement shall be resolved to permit County to comply with the Privacy Rule, Security Rule, HIPAA and HITECH generally.

G. **Notices to County.** All notifications required to be given by Contractor to County pursuant to the terms of this Addendum shall be made in writing and delivered to the County both by email and to the address listed below by either registered or certified mail return receipt requested or guaranteed overnight mail with tracing capability, or at such other address as County may hereafter designate. Contractor shall ensure all email notifications that contain PHI are encrypted before transmitting to County. All notices to County provided by Contractor pursuant to this Section shall be deemed given or made when received by County.

County HIPAA Privacy Officer:	HIPAA Privacy Manager
COUNTY HIPAA Privacy Officer Email:	R.Compliance@ruhealth.org
County HIPAA Privacy Officer Address:	26520 Cactus Avenue, Moreno Valley, CA 92555
County HIPAA Privacy Officer Phone Number:	(951) 486-6459

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EXHIBIT I

USE TERMS

PRODUCT USAGE POLICY AND PRODUCT-SPECIFIC TERMS

These Use Terms, including Product-Specific Terms included in this document, apply to Software licensed to User by Hexagon pursuant to the EULA, including any version of EULA that is part of any other agreement between User and Hexagon that references the Use Terms and/or subject to Third Party Terms identified herein.

1.0 DEFINITIONS. Capitalized terms not otherwise defined herein shall have the meanings set forth in the Common Terms Glossary.

2.0 AUTHORIZED LICENSE AND ACTIVATION. Unless expressed otherwise, Software Products will contact license servers to conduct a license activation and/or validity check to determine whether the license is authorized and authentic and associate it with a certain device. Depending upon the application, license servers may be within or outside the Customer site. During this contact the transmission of certain data will occur. During activation and validity check, the Software Product may determine that the license is invalid or has expired. In the case of an invalid or expired license, User may receive a prompt informing User of such. Although no personal information is transmitted between User and Hexagon during the license activation and check, User's use of the Software Product provides User's continued consent to the transmission of the necessary data for license activation and validity check. Unless otherwise provided by Hexagon, User may not bypass the license activation process, as doing so will invalidate User's license and is considered a violation of these Use Terms.

3.0 LICENSING METRICS. Software Products are licensed as either Production System Licenses or Auxiliary System Licenses. In some Hexagon documents Production System Licenses may be referred to as "Primary Licenses," and Auxiliary System Licenses may be referred to as "Supplementary Licenses." In those instances, please interpret references to "Primary Licenses" as "Production System Licenses," and references to "Supplementary Licenses" as "Auxiliary System Licenses." There are two (2) types of Production System Licenses and seven (7) types of Auxiliary System Licenses as described below. Depending upon User's license, a license may be used in either Concurrent-Use mode or Node-Locked mode. If an electronic license manager tool is incorporated in the Software Product, the license type will be verified by the Hexagon license system. If not otherwise indicated, User's Client license type and mode will be a Concurrent-Use Production System License. Each license of the Software Product is subject to the EULA, Use Terms, and Order Documents.

3.1 Production System Licenses are identified, and applicable terms described, below:

3.1.1 Concurrent-Use mode (CC) is a type of Client license that allows for the checking in and checking out of the total available licenses of the Software Product for Users. At any point, User may run as many copies of the Software Product as User has Client licenses. If the Software Product is enabled to be run in a disconnected mode, as set forth in the Documentation, a User may check out a license from the System for disconnected use, thus reducing the total number of licenses available in the license pool until the license is checked back into the System. User is responsible for assuring the number of Users using the Software Product concurrently does not exceed the number of licenses User has purchased, even if the Software Product contains no license manager mechanism. User consents to the use of a license mechanism, license files, hardware keys, and other security devices in connection with the Software Product.

3.1.2 Node-Locked mode (NL) is a type of license that allows a single copy of either a Client or Server-based Software Product to be stored on a hard disk and loaded for execution on a single designated workstation, device, or Server.

3.2 Auxiliary System Licenses are identified, and applicable terms described, below:

3.2.1 Passive Disaster Recovery License (BCK) is licensed solely for temporary use when manual switchover of the Software Product to the Auxiliary System License is required in the event of failure of the Production System License. This license may be used in the Production system only during the period of failure of the Production System License. In some Hexagon documents, this type of license

may be referred to as a "Backup License." In those instances, please interpret references to "Backup License" as "Passive Disaster Recovery License."

3.2.2 Development System License (DEV) is a license of a Server-based Software Product that is delivered solely in connection with the Production System License of such Software Product for the purposes of developing and testing User's website built only with the Software Product. Development System Licenses shall not be used for Production purposes (i.e., a fully deployed website). In some Hexagon documents, this type of license may be referred to as a "Developer's License." In those instances, please interpret references to "Developer's License" as "Development System License."

3.2.3 Active Disaster Recovery License (RDT) is licensed solely for temporary use when automatic switchover of the Software Product to the Auxiliary System License is required in the event of failure of the Production System License. This license may be used in the Production system only during the period of failure of the Production System License. In some Hexagon documents, this type of license may be referred to as a "Redundant License." In those instances, please interpret references to "Redundant License" as "Active Disaster Recovery License."

3.2.4 Test System License (TST) is licensed solely for testing and development purposes. A Test System License may not be used for training purposes.

3.2.5 Training System License (TRN) is licensed solely for training purposes.

3.2.6 Load Balancing License (LOB) is licensed solely to distribute the traffic evenly among multiple Servers.

3.2.7 Secondary License (SEC or TFB) is licensed for non-productive use for training, development, testing, failover, backup, etc. The total quantity of Secondary Licenses cannot exceed the quantity of purchased Production System Licenses.

4.0 RIGHTS AND LIMITATIONS.

4.1 Unless otherwise stated in the Documentation, for a Software Product that is delivered with an Application Programming Interface ("API") and/or configuration set-up, User may use the API(s) to write User's own extensions to the Software Product, and User may use the configuration setup to configure the Software Product, but only to the extent permitted by the API(s) and/or configuration setup. Insofar as Hexagon does not transfer to User any rights in Hexagon's Intellectual Property (as that term is defined in the EULA and/or any other agreement between User and Hexagon that references the Use Terms) by allowing User to write User's own extensions using the API(s) or to configure the Software Product via the configuration set-up, User hereby agrees and acknowledges that Hexagon retains all rights in its Software Product, API(s), and configuration setup. Hexagon does not make any representations or warranties with respect to such extensions and/or configurations, and to the maximum extent permitted by applicable law, Hexagon and its suppliers disclaim all warranties, either express or implied, relating to such extensions and/or configurations, including, but not limited to, implied warranties of merchantability, fitness for a particular purpose, high risk use, and non-infringement. User's use of such extensions and/or configurations is solely at User's own risk, and subject to applicable law. Notwithstanding anything to the contrary above, to the extent the API is part of a Software Product on an active Support Contract, Hexagon will provide Maintenance Services for the API.

4.2 For a Software Product that is Node-Locked:

In general, User may not allow the Software Product to be used by multiple Users on a single workstation at the same time. However, if the license is Node-Locked license with remote access, it is intended to allow uncounted Clients to connect to the application Server and does not count the number of connections.

4.3 For Server-based Software Product(s):

4.3.1 With a single license, User may run multiple websites and provide multiple webservices to User's client users, provided all websites and webservices reside on the licensed Server.

4.3.2 License fees and installation restrictions for Software Products may be based on the number of Cores present in the Server on which the Software Products are installed. If User's Software Products are Core based, this section will apply. User is responsible for determining the number of Cores on User's host Server and ordering the appropriate number of Core licenses. Each license of a Software Product must be installed only on a

single Server. For example, a 4 Core license does not permit User to install two copies of a component, each on a 2-Core Server. In a virtualized data processing environment, where hyper-threading, "virtual machine" technology, or other similar techniques create "virtual processors" which do not necessarily correspond to the physical Cores present on the Server, User's usage rights depend upon the relationship between the number of Cores for which User is licensed, the number of physical Cores present on the host Server, and the number of processors available to the Software Product in the virtualized environment. Such rights are determined as follows: if the number of Cores for which User is licensed equals or exceeds the number of physical Cores present on the host Server, then additional virtual processors created by hyper-threading or other methods of multi-tasking a physical Core do not violate User's licensing restriction; however, if User wishes to install the Software Product on a host Server having a greater number of physical Cores present than the number of Cores for which User is licensed, User must operate the Software Product only within a virtual machine that accesses a maximum number of processors (whether virtual, physical, or both) that is less than or equal to the number of Cores for which User is licensed. User may load a Server-based Software Product on multiple machines within a cluster that is acting as a single web Server, provided User has obtained from Hexagon the appropriate quantity of licenses for the number of Cores, and the total number of Cores deployed do not exceed the quantity licensed.

4.3.3 User may not use a Software Product's java script code for any purpose other than the application for which it was written.

4.3.4 Unless otherwise stated in the Documentation, for Software Products which contain XSL Stylesheets for presenting XML Files, User may only use the XSL Stylesheets and derivative works thereof for the purpose of presenting XML Files and derivative works thereof (collectively, "XML Products") for User's enterprise. User may not distribute the XSL Stylesheets or XML Products on a stand-alone basis. XSL Stylesheets may not be used in the production of libelous, defamatory, fraudulent, lewd, obscene, or pornographic material, nor in any material that infringes upon any third party Intellectual Property rights, or otherwise in any illegal manner. All XSL Stylesheets supplied with the Software Product are and will remain the Intellectual Property of Hexagon.

4.3.5 User may not use the Server-based Software Product to operate software-as-a-service or hosting services without the prior written consent of Hexagon.

4.3.6 User may not, and User may not authorize or allow anyone else to, use the Development System License for Production purposes (i.e., a fully deployed website).

5.0 SPECIAL LICENSE SCENARIOS.

5.1 United States Government Restricted Rights. If the Software (including any Updates, Documentation, or technical data related to such Software) is licensed, purchased, subscribed to, or obtained, directly or indirectly, by or on behalf of a unit or agency of the United States Government, then this Section 5.1 also applies.

5.1.1 For civilian agencies: The Software was developed at private expense and is "restricted computer software" submitted with restricted rights in accordance with the Federal Acquisition Regulations ("FAR") 52.227-19 (a) through (d) (Commercial Computer Software – Restricted Rights).

5.1.2 For units of the Department of Defense: The Software was developed at private expense and is "commercial computer software" submitted with restricted rights in accordance with the Defense Federal Acquisition Regulations ("DFARS") DFARS 227.7202-3 (Rights in commercial computer software or commercial computer software documentation).

5.1.3 Notice: This Software is "Commercial Computer Software" as defined in DFARS 252.227-7014 (Rights in Noncommercial Computer Software) and FAR 12.212 (Computer Software), which includes "technical data" as defined in DFARS 252.227-7015 (Technical Data) and FAR 12.211 (Technical Data). All use, modification, reproduction, release, performance, display or disclosure of this "Commercial Computer Software" shall be in strict accordance with the manufacturer's standard commercial license, which is attached to and incorporated into the governing Government contract. Hexagon and any applicable third-party software manufacturer(s) are the manufacturer. This Software is unpublished and all rights are reserved under the Copyright Laws of the United States.

5.2 Beta Software.

If the Software Product is Beta Software, then the following additional terms apply. To the extent that any provision in this section is in conflict with any other terms or conditions in the Order Documents, this section shall supersede such other terms and conditions with respect to the Beta Software, but only to the extent necessary to resolve the conflict. User shall hold all information concerning Beta Software and User's use and evaluation of such information and the Beta Software (collectively, "Beta Software Information") in confidence and with the same degree of care User uses to keep User's own similar information confidential, but in no event shall User use less than a reasonable degree of care; and User shall not, without the prior written consent of Hexagon, disclose such Beta Software Information to any person or entity for any reason at any time; provided, however, it is understood that User may disclose any Beta Software Information to those of User's representatives who actually need such information for the purpose of participating in the proposed evaluation and testing ("Beta Testing") of the Beta Software, on the condition that, prior to such disclosure, such representative has been made aware of these terms. User shall not use any Beta Software Information for any reason or purpose other than as necessary for Beta Testing. User agrees to make no other use of the Beta Software Information or to incorporate any Beta Software Information into any work or product. User acknowledges that the Beta Software is a pre-release, beta version, does not represent final product from Hexagon, and may contain bugs, errors and other problems that could cause system or other failures and data loss. THE BETA SOFTWARE IS PROVIDED TO USER "AS-IS", AND HEXAGON DISCLAIMS ALL WARRANTY AND LIABILITY OBLIGATIONS TO USER OF ANY KIND RELATED TO SUCH BETA SOFTWARE. User may use the Beta Software only for evaluation and testing and not for general Production use, unless otherwise expressly agreed in writing by Hexagon. User acknowledges that Hexagon has not promised or guaranteed to User that Beta Software or any portion thereof will be announced or made available to anyone in the future, Hexagon has no express or implied obligation to User to announce or introduce the Beta Software and that Hexagon may not introduce a product similar to or compatible with the Beta Software. Accordingly, User acknowledges that any research or development that User performs regarding the Beta Software or any product associated with the Beta Software is done entirely at User's own risk. If requested by Hexagon, User will provide feedback to Hexagon regarding Beta Testing, including error or bug reports. Hexagon shall own any and all Beta Software feedback from Customer and/or User and all Beta Software Information and shall retain full rights to leverage the same for improvement or development of Products; provided further that User and/or Customer shall deliver any assignments or documentation necessary to effect such rights. Upon receipt of a later unreleased version of Beta Software or release by Hexagon of a publicly released commercial version of the Software Product, User agrees to return or permanently destroy all earlier Beta Software received from Hexagon. User agrees to return or destroy all unreleased versions of the Beta Software no later than the date earlier of (i) thirty (30) days of the completion of Beta Testing, or (ii) Hexagon's first commercial shipment of the publicly released commercial software.

6.0 PRODUCT-SPECIFIC TERMS. The following are applicable to User if User has obtained from Hexagon Software identified in this section 6.0.

6.1 OMITTED.

6.2 One or more of the following Software shall be sublicensed to User by Hexagon pursuant to the EULA plus the Third Party Terms that follow. Please note that any of the Microsoft products licensed in this section 6.2 are licensed to User pursuant to the latest available version of the Microsoft product as of the date of the Order Documents. For Microsoft SQL Server, User may downgrade and install a prior version of SQL Server that is compatible with their Hexagon system.

6.2.1 Clevest Software

ADDENDUM to the End User License Agreement for Clevest Software

This addendum ("Addendum") is applicable to User in the event User has obtained from Hexagon software products of Clevest Solutions, Inc. ("Clevest"). With regard to Clevest Software (as defined below), (i) this Addendum modifies the EULA, attached hereto as Exhibit A, between User and Hexagon related to Clevest Software,

and (ii) in the event of a conflict between the EULA and this Addendum, this Addendum shall take precedence over the EULA and any other EULA addendum regarding the subject hereof. The EULA and this Addendum constitute the terms and conditions applicable to Clevest Software. Capitalized terms not defined herein shall have the meaning ascribed to them in the EULA.

"Clevest Software" is defined as (i) Clevest's Mobile Work Force Management platform, and (ii) other software applications made available by Clevest, along with any updates thereto.

"Clevest Documentation" means all manuals, toolkits, integration tools, guides and other instructions, including information in computer readable format, pertaining to or used in connection with the Clevest Software including all addenda, supplements, additions and modifications to the Clevest Documentation. Clevest Documentation shall also include all instructions, data and other matters included by Clevest in the Clevest Software or on any CD, DVD or other storage media which can be read or printed.

Subject to the terms and conditions of this Addendum and the EULA, Clevest grants User a limited, non-exclusive, non-transferable license (the "License") during the term of the EULA to: (i) use the functionality of the Clevest Software for User's internal business purposes only; and (ii) make copies of the Clevest Software and Clevest Documentation solely for non-production, archival or backup purposes, but only if User ensures that all copies User makes of the Clevest Software and Clevest Documentation under this paragraph include all proprietary or intellectual property notices recorded on the Clevest Software.

User acknowledges and agrees that this Addendum does not grant User any rights with respect to the source code of the Clevest Software. User covenants and agrees not to translate, create derivative works of, reverse engineer, decompile or disassemble the Clevest Software in whole or in part. User will not (i) alter, modify, enhance, adapt, re-arrange, reverse engineer, decompile, disassemble, make works derived from the Clevest Software or attempt to generate or access the source code for the Clevest Software, whether by converting, translating, decompiling, disassembling or otherwise, or (ii) enter or manipulate data or information within the database underlying the Clevest Software other than via the Clevest Software. User will not attempt to aggregate users or circumvent Clevest's licensing restrictions via technical means, including, but without limitation, the use of any interface between the Clevest Software and another program with functionality substantially similar to the Clevest Software.

User may not modify the Clevest Software without the prior written authorization of Clevest.

User may not sell, loan, lease, rent, license, sublicense, grant a security interest in, distribute or otherwise transfer rights to or possession of the Clevest Software in whole or in part to any person or entity, or use the Clevest Software in any service bureau or time sharing arrangement, facility management or third party training arrangement or any other arrangement where User processes the data of a third party.

User acknowledges and agrees that, as between User and Clevest, Clevest owns and will retain title and ownership of all intellectual property rights and other interests in and to the Clevest Software and Clevest Documentation (and all copies thereof) including, but not limited to, any improvements thereto whether designed, created and/or developed by Clevest, User or User's agents or contractors, subject to the license rights specifically granted to User in this Addendum. User hereby assigns to Clevest any and all right, title and interest User may have in and to any such improvements and all intellectual property rights therein.

Subject to the following sentence, Clevest warrants that the Clevest Software will operate substantially in accordance with the Clevest Documentation and published materials of Clevest except for cases where the Clevest Software is not used properly according to the user and installation Clevest Documentation provided by Clevest. The warranties set out in this paragraph are void to the extent User or any third party changes or modifies the Clevest Software in a manner contrary to this Addendum, the Clevest Documentation or Clevest's advance written direction. Notwithstanding the foregoing, use of the configuration features of the Clevest Software shall not void any warranty. The warranty afforded by Clevest is not a warranty of Hexagon's installation and/or implementation services.

THE FOREGOING WARRANTIES ARE IN LIEU OF ALL OTHER REPRESENTATIONS, WARRANTIES OR CONDITIONS. EXCEPT AS PROVIDED IN THE FOREGOING PARAGRAPH, CLEVEST MAKES NO OTHER REPRESENTATION, WARRANTY OR CONDITION, EXPRESS OR IMPLIED, AND EXPRESSLY EXCLUDES ALL IMPLIED OR STATUTORY WARRANTIES OR CONDITIONS OF MERCHANTABILITY, MERCHANTABLE QUALITY, DURABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THOSE ARISING BY STATUTE OR OTHERWISE IN LAW OR FROM A COURSE OF DEALING OR USAGE OF TRADE WITH RESPECT TO THE CLEVEST SOFTWARE. CLEVEST DOES NOT MAKE ANY REPRESENTATIONS OR WARRANTIES OF ANY KIND TO USER WITH RESPECT TO ANY HARDWARE OR THIRD PARTY SOFTWARE.

Clevest is a third party beneficiary of this Addendum.

EXHIBIT J

DATA PROCESSING ADDENDUM

THIS DATA PROCESSING ADDENDUM ("**DPA**") supplements the Master Terms between Customer and Hexagon, or other agreement between Customer and Hexagon (the "**Agreement**") governing Customer's use of Hexagon Software Products, Maintenance Services, and/or the Cloud Program, and Hexagon's performance of Services (collectively, "Hexagon Products") when the GDPR applies to Customer's use of Hexagon Products to process Customer Data. This DPA is an agreement between Customer and Hexagon. Any and all terms capitalized but not otherwise defined herein shall have the meanings ascribed to them in the Agreement.

1. DEFINITIONS AND CONSTRUCTION

1.1 Definitions

"**EU Model Clause Agreement**" means an agreement made using the relevant EU Model Clauses as adopted by the EU Commission for the transfer of personal data to third countries.

"**EU Personal Data Legislation**" means (a) until 24 May 2018, Directive 95/46/EC of the European Parliament and of the Council of 24 October 1995 on the protection of individuals with regard to the processing of personal data and on the free movement of such data and any amendments made thereto, (b) until 24 May 2018, local legislations where the Directive referred to in (a) is implemented and any amendments made thereto, and (c) the GDPR.

"**GDPR**" means Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing the Directive 95/46/EC (General Data Protection Regulation), and any amendments made thereto.

"**Hexagon Affiliates**" means a legal entity that directly or indirectly through one or more intermediaries is controlled by or under common control with Hexagon's ultimate parent company. For the purposes of this definition, the term "control" shall be understood as the possession, directly or indirectly, of the power to direct or cause the direction of the management and policies of a legal entity, whether through the ownership of voting stock, by contract, or otherwise.

"**Party**" or "**Parties**" means the Customer and Hexagon separately, or jointly, as the case may be.

"**Regulatory Requirements**" means the privacy and personal data legislation applicable to the processing of personal data, including the EU Personal Data Legislation, and such legislation as may replace the aforementioned legislation from time to time (and in case of discrepancies or contradictions between different rules or regulations, the one which provides the highest degree of privacy and/or information security shall apply).

"**Supervisory Authority**" means any court, regulatory agency or authority which, according to applicable laws and/or regulations (including the Regulatory Requirements), supervises privacy issues and/or the processing of personal data.

1.2 Construction

1.2.1 Non-capitalized terms and expressions used in this Agreement, *e.g.* 'data subject', 'controller', 'personal data', 'processing', 'processor', 'third country', etc., shall have the same meaning as in EU Personal Data Legislation.

1.2.2 Unless it is otherwise stated herein, or clearly follows from the context in which it appears, the term "including" shall mean "including without limitation".

2. SPECIAL UNDERTAKINGS OF THE PARTIES

2.1 Roles, Ownership of Personal Data, Processing and Purpose

2.1.1 The Customer shall be regarded as a controller of all personal data processed on behalf of the Customer and in accordance with its instructions. Hexagon shall be considered a processor of the personal data processed on behalf of the Customer.

2.1.2 Hexagon may only process the Customer's personal data for the purpose set forth on Schedule 1 attached hereto and to the extent it is necessary for the fulfilment of Hexagon's obligations under this DPA or the Agreement.

2.1.3 Hexagon acknowledges that, between the Parties, all rights, title, and interest in the personal data processed as a result of this Agreement is vested solely in the Customer, irrespective of whether Hexagon is considered to be a controller of personal data.

2.2 Special Undertakings of the Customer

The Customer undertakes to:

(a) Ensure that there is a legal ground for processing the personal data covered by this DPA;

(b) Ensure that the data subjects, as required by the EU Personal Data Legislation, have received sufficient information regarding the processing, including information on that Hexagon may process the personal data on behalf of the Customer;

(c) Immediately after it is brought to the Customer's attention, inform Hexagon of any erroneous, rectified, updated or deleted personal data subject to Hexagon's processing;

(d) In a timely manner, provide Hexagon with lawful and documented instructions regarding Hexagon's processing of personal data;

(e) Before this DPA enters into force, provide Hexagon with the Customer's applicable policies and guidelines for processing of personal data; and

(f) Act as the data subject's point of contact.

2.3 Special Undertakings of Hexagon

Hexagon undertakes to:

(a) Only process the personal data in accordance with the Customer's documented instructions, including with regard to transfers of personal data to a third country or an international organization, unless required to do so by Regulatory Requirements; in such a case, Hexagon shall inform the Customer of that legal requirement before processing the personal data, unless such information is prohibited by the Regulatory Requirements on important grounds of public interest;

(b) Ensure that such employees (of Hexagon or its subcontractors) which process personal data on behalf of the Customer have committed themselves to confidentiality or are under an appropriate statutory obligation of confidentiality;

(c) Take all measures required pursuant to GDPR, Article 32;

(d) Taking into account the nature of the processing, assist the Customer by appropriate technical and organizational measures, insofar as this is possible, for the fulfilment of the Customer's obligation to respond to requests for exercising the data subject's rights set forth in the EU Personal Data Legislation;

(e) Except in cases of personal data breach, upon a timely request by the Customer, assist the Customer in ensuring compliance with the obligations pursuant to GDPR, Articles 32 to 36 (*e.g.* assist in data protection impact assessments) taking into account the nature of the processing and the information available to Hexagon; and

(f) Make available to the Customer the information necessary to demonstrate compliance with Hexagon's obligations set forth in this DPA and allow for and contribute to audits, including inspections, conducted by the Customer or another authorized third party, in accordance with Section 4.

2.3.1 Hexagon shall immediately inform the Customer if, in its opinion, a Customer instruction infringes the EU Personal Data Legislation.

2.3.2 The Parties agree that the security measures taken by Hexagon, listed in the Agreement, fulfils Hexagon's undertakings in Sections 2.3(c) and 2.3(e).

3. SUBCONTRACTORS

3.1 Hexagon shall be entitled to engage subcontractors acting as sub-processors of the personal data under the condition that such subcontractors are bound by a written contract which states that they must adhere to the same data protection, privacy and audit obligations as Hexagon under this DPA.

3.2 Should Hexagon wish to engage a subcontractor different from or additional to those subcontractors set forth in the Agreement or the Quote, it shall notify the Customer in advance. The Customer may, within seventy-two (72) hours from receipt of the notification, object to Hexagon appointing that specific subcontractor.

3.3 Hexagon shall remain the Customer's sole point of contact, unless otherwise agreed.

3.4 For the avoidance of doubt, the Customer fully and explicitly consents to the use of the subcontractors with whom Hexagon has agreements in place at the time this DPA enters into force, including all Hexagon Affiliates, regardless if they have been engaged as subcontractors at the time of this DPA. Hexagon shall ensure that all subcontractors comply with the obligations set forth in the Master Agreement and this DPA and shall indemnify, defend, and hold harmless the Customer from and against any and all claims, liabilities, damages, losses, or expenses (including reasonable attorneys' fees) arising out of or related to any act, omission, negligence, or misconduct of Hexagon's subcontractors in connection with the performance of the services, except to the extent such claims or liabilities result from the acts or omissions of the Customer.

4. AUDIT RIGHTS AND LOCATIONS

4.1 The Customer shall have the right to perform audits of Hexagon's processing of the Customer's personal data (including such processing carried out by Hexagon's subcontractors, if any) in order to verify Hexagon's, and any subcontractor's, compliance with this DPA and the EU Personal Data Legislation.

4.2 Hexagon will, during normal business hours and upon reasonable notice (whereby a notice period of twenty (20) Business Days shall always be deemed reasonable), provide an independent auditor, appointed by the Customer and approved by Hexagon, reasonable

access to the parts of facilities where Hexagon is carrying out processing activities on behalf of the Customer, to personnel and to all information relating to the processing of the Customer's personal data. The auditor shall comply with Hexagon's work rules, security requirements and standards when conducting site visits.

4.3 A Supervisory Authority shall always have direct and unrestricted access to Hexagon's premises, data processing equipment and documentation in order to investigate that Hexagon's processing of the personal data is performed in accordance with the Regulatory Requirements.

4.4 The Customer is responsible for all costs associated with the audit mentioned in Section 4.2, save for when the audit concludes a material breach of Hexagon's undertakings in violation of this DPA. If so, Hexagon shall compensate the Customer for reasonable and verified costs associated with the audit.

4.5 The Customer's personal data may not be processed in a manner that entails a transfer to a third country or an international organisation (including inadvertently through the use of cloud-based IT solutions) unless this is in accordance with the Customer's instructions.

5. INTERNATIONAL PERSONAL DATA TRANSFERS

5.1 Hexagon Affiliates and sub-contractors outside the EU/EEA

5.1.1 When providing the Hexagon Products, Hexagon may need to process the Customer's personal data outside of the EU/EEA. Therefore, the EU Model Clause Agreement as set out in Schedule 2 shall apply in such instances. The Parties agree that any disputes arising under an EU Model Clause Agreement shall be treated as if they had arisen under the Agreement.

5.1.2 If the Customer's personal data is to be transferred to and processed by a sub-contractor located outside the EU/EEA, Hexagon is obliged to ensure that the sub-contractor accedes to the EU Model Clause Agreement as set out in Schedule 2.

5.1.3 Section 5.1.1 and/or 5.1.2 above shall not apply if the jurisdiction in which Hexagon or sub-contractor is established has been deemed by the European Union as a jurisdiction with adequate protection for personal data.

6. REMUNERATION

6.1 The remuneration for Hexagon's undertakings under this DPA shall, unless otherwise stated in this Section 6.1, be included in the remuneration paid by the Customer under the Agreement. Notwithstanding the aforesaid, Hexagon shall always, in case of the Customer's instructions or other requests under this DPA requires extra measures by Hexagon in addition to what is reasonably required under the Agreement, Hexagon shall be entitled to request compensation for such surplus work on a time and material basis. This includes, for example, Hexagon's assistance handling data subject requests.

6.2 In the event that (a) the Customer amends its written instructions mentioned in Section 2.2(d), or (b) the Customer would require the implementation of technical or organizational measures, in addition to those mentioned herein, and this would cause a cost increase to Hexagon, then Hexagon shall be entitled to request an equitable adjustment in the remuneration.

6.3 The payment terms for the adjusted remuneration shall be governed by the provisions regarding payment in the Agreement.

7. TERM AND TERMINATION

7.1 This Agreement shall enter into force on the Effective Date. Unless terminated earlier due to a material breach of the terms of this DPA, this Agreement shall remain in force until the termination or expiration of the Agreement, whereupon it shall terminate automatically without further notice.

7.2 On termination of this DPA for any reason, Hexagon shall cease to process the personal data processed on behalf of the Customer and shall provide for the return to the Customer (or its nominated third party) of all such personal data together with all copies in its possession or control in a format that is readable unless storage of the personal data is required under the Regulatory Requirements. If the Customer does not respond to an offer from Hexagon to return the personal data processed by it under this DPA, within a period of three (3) months from when the offer was made, Hexagon will be entitled to delete any such personal data, including copies thereof, unless storage of the personal data is required under the Regulatory Requirements.

8. FORCE MAJEURE

Hexagon shall not be liable for any default or delay in the performance of its obligations under this DPA if and to the extent the default or delay is caused by Force Majeure. A failure by a subcontractor will be considered a Force Majeure event provided that the underlying reason for the subcontractor's non-performance is an event which, if it had been related directly to Hexagon, would have qualified as a Force Majeure event under this DPA.

9. MISCELLANEOUS

9.1 Neither Party may assign its rights or obligations under this DPA without the prior written consent of the other Party. Notwithstanding the foregoing, Hexagon may assign its rights and obligations under this DPA, without the approval of Customer to: (a) a Hexagon Affiliate, or (b) another business entity in connection with a merger, consolidation, or reorganization of Hexagon or any of its subsidiaries.

9.2 This DPA and the Agreement sets forth and constitutes the entire agreement and understanding between the Parties with respect to the subject matter hereof and all prior agreements, understandings or promises with respect thereto are hereby superseded.

9.3 No amendment, modification, release, or discharge of this DPA shall be binding upon the Parties unless in writing and duly executed by authorised representatives of both Parties.

10. GOVERNING LAW AND DISPUTES

10.1 Provisions regarding governing law and disputes are set forth in the Agreement.

[SCHEDULES ATTACHED HERETO]

SCHEDULE 1

DESCRIPTION OF THE PROCESSING OF PERSONAL DATA

1. **Subject matter**. The subject matter of the data processing under this DPA is Customer Data.

2. **Duration**. As between Hexagon and Customer, the duration of the data processing under this DPA is determined by Customer.

3. **Purpose**. The purpose of the data processing under this DPA is the provision of the Hexagon Products initiated or requested by Customer from time to time.

4. **Nature of the Processing**: Compute, storage, and such other services as described in the Agreement and documents referenced therein and initiated by Customer from time to time.

5. **Type of Customer Data**: Customer Data uploaded to or provided by Customer in its use of or receipt of Hexagon Products.

6. **Categories of Data Subjects**: The data subjects may include Customer's end-users and natural persons that are the subject of Customer's business and/or operations.

SCHEDULE 2

EU MODEL CLAUSES

Commission Decision C(2010)593
Standard Contractual Clauses (processors)

For the purposes of Article 26(2) of Directive 95/46/EC for the transfer of personal data to processors established in third countries which do not ensure an adequate level of data protection.

For the purposes of Article 28 of the EU General Data Protection Regulation (the "**GDPR**"), the provisions in Appendix 3 shall form an integrated part of these Clauses.

Name of the data exporting organisation:

The entity indentified as "Customer" in the DPA
(the data **exporter**)

And

Name of the data importing organisation:

The entity identified as "Hexagon" in the DPA
(the data **importer**)

each a "party"; together "the parties",

HAVE AGREED on the following Contractual Clauses (the Clauses) in order to adduce adequate safeguards with respect to the protection of privacy and fundamental rights and freedoms of individuals for the transfer by the data exporter to the data importer of the personal data specified in Appendix 1.

Clause 1

Definitions

For the purposes of the Clauses:

(a) *'personal data', 'special categories of data', 'process/processing', 'controller', 'processor', 'data subject'* and *'supervisory authority'* shall have the same meaning as in Directive 95/46/EC of the European Parliament and of the Council of 24 October 1995 on the protection of individuals with regard to the processing of personal data and on the free movement of such data;

(b) '*the data exporter*' means the controller who transfers the personal data;

(c) *'the data importer'* means the processor who agrees to receive from the data exporter personal data intended for processing on his behalf after the transfer in accordance with his instructions and the terms of the Clauses and who is not subject to a third country's system ensuring adequate protection within the meaning of Article 25(1) of Directive 95/46/EC;

(d) *'the subprocessor'* means any processor engaged by the data importer or by any other subprocessor of the data importer who agrees to receive from the data importer or from any other subprocessor of the data importer personal data exclusively intended for processing activities to be carried out on behalf of the data exporter after the transfer in accordance with his instructions, the terms of the Clauses and the terms of the written subcontract;

(e) '*the applicable data protection law'* means the legislation protecting the fundamental rights and freedoms of individuals and, in particular, their right to privacy with respect to the processing of personal data applicable to a data controller in the Member State in which the data exporter is established;

(f) *'technical and organisational security measures'* means those measures aimed at protecting personal data against accidental or unlawful destruction or accidental loss, alteration, unauthorised disclosure or access, in particular where the processing involves the transmission of data over a network, and against all other unlawful forms of processing.

Clause 2

Details of the Transfer

The details of the transfer and in particular the special categories of personal data where applicable are specified in Appendix 1 which forms an integral part of the Clauses.

Clause 3

OMITTED

Clause 4

Obligations of the Data Exporter

The data exporter agrees and warrants:

(a) that the processing, including the transfer itself, of the personal data has been and will continue to be carried out in accordance with the relevant provisions of the applicable data protection law (and, where applicable, has been notified to the relevant authorities of the Member State where the data exporter is established) and does not violate the relevant provisions of that State;

(b) that it has instructed and throughout the duration of the personal data processing services will instruct the data importer to process the personal data transferred only on the data exporter's behalf and in accordance with the applicable data protection law and the Clauses;

(c) that the data importer will provide sufficient guarantees in respect of the technical and organisational security measures specified in Appendix 2 to this contract;

(d) that after assessment of the requirements of the applicable data protection law, the security measures are appropriate to protect personal data against accidental or unlawful destruction or accidental loss, alteration, unauthorised disclosure or access, in particular where the processing involves the transmission of data over a network, and against all other unlawful forms of processing, and that these measures ensure a level of security appropriate to the risks presented by the processing and the nature of the data to be protected having regard to the state of the art and the cost of their implementation;

(e) that it will ensure compliance with the security measures;

(f) OMITTED.

(g) to forward any notification received from the data importer or any subprocessor pursuant to Clause 5(b) and Clause 8(3) to the data protection supervisory authority if the data exporter decides to continue the transfer or to lift the suspension;

(h) to make available to the data subjects upon request a copy of the Clauses, as well as a copy of any contract for subprocessing services which has to be made in accordance with the Clauses, unless the Clauses or the contract contain confidential information, in which case it may remove such confidential information;

(i) that, in the event of subprocessing, the processing activity is carried out in accordance with Clause 11 by a subprocessor providing at least the same level of protection for the personal data and the rights of data subject as the data importer under the Clauses; and

(j) that it will ensure compliance with Clause 4(a) to (i).

Clause 5

Obligations of the Data Importer[1]

The data importer agrees and warrants:

(a) to process the personal data only on behalf of the data exporter and in compliance with its instructions and the Clauses; if it cannot provide such compliance for whatever reasons,

it agrees to inform promptly the data exporter of its inability to comply, in which case the data exporter is entitled to suspend the transfer of data and/or terminate the contract;

(b) that it has no reason to believe that the legislation applicable to it prevents it from fulfilling the instructions received from the data exporter and its obligations under the contract and that in the event of a change in this legislation which is likely to have a substantial adverse effect on the warranties and obligations provided by the Clauses, it will promptly notify the data exporter of the change as soon as it is aware, in which case the data exporter is entitled to suspend the transfer of data and/or terminate the contract;

(c) that it has implemented the technical and organisational security measures specified in Appendix 2 before processing the personal data transferred;

(d) that it will promptly notify the data exporter about:

(i) any legally binding request for disclosure of the personal data by a law enforcement authority unless otherwise prohibited, such as a prohibition under criminal law to preserve the confidentiality of a law enforcement investigation,

(ii) any accidental or unauthorised access, and

(iii) any request received directly from the data subjects without responding to that request, unless it has been otherwise authorised to do so;

(e) to deal promptly and properly with all inquiries from the data exporter relating to its processing of the personal data subject to the transfer and to abide by the advice of the supervisory authority with regard to the processing of the data transferred;

(f) at the request of the data exporter to submit its data processing facilities for audit of the processing activities covered by the Clauses which shall be carried out by the data exporter or an inspection body composed of independent members and in possession of the required professional qualifications bound by a duty of confidentiality, selected by the data exporter, where applicable, in agreement with the supervisory authority;

(g) to make available to the data subject upon request a copy of the Clauses, or any existing contract for subprocessing, unless the Clauses or contract contain confidential information, in which case it may remove such confidential information, with the exception of Appendix 2 which shall be replaced by a summary description of the security measures in those cases where the data subject is unable to obtain a copy from the data exporter;

(h) that, in the event of subprocessing, it has previously informed the data exporter and obtained its prior written consent;

(i) that the processing services by the subprocessor will be carried out in accordance with Clause 11;

(j) to send promptly a copy of any subprocessor agreement it concludes under the Clauses to the data exporter.

Clause 6

OMITTED.

Clause 7

Mediation and Jurisdiction

1. The data importer agrees that if the data subject invokes against it third-party beneficiary rights and/or claims compensation for damages under the Clauses, the data importer will accept the decision of the data subject:

   (a) to refer the dispute to mediation, by an independent person or, where applicable, by the supervisory authority;

   (b) to refer the dispute to the courts in the Member State in which the data exporter is established.

2. The parties agree that the choice made by the data subject will not prejudice its substantive or procedural rights to seek remedies in accordance with other provisions of national or international law.

Clause 8

Cooperation with Supervisory Authorities

1. The data exporter agrees to deposit a copy of this contract with the supervisory authority if it so requests or if such deposit is required under the applicable data protection law.

2. The parties agree that the supervisory authority has the right to conduct an audit of the data importer, and of any subprocessor, which has the same scope and is subject to the same conditions as would apply to an audit of the data exporter under the applicable data protection law.

3. The data importer shall promptly inform the data exporter about the existence of legislation applicable to it or any subprocessor preventing the conduct of an audit of the data importer, or any subprocessor, pursuant to paragraph 2. In such a case the data exporter shall be entitled to take the measures foreseen in Clause 5 (b).

Clause 9

Governing Law

The Clauses shall be governed by the law of the Member State in which the data exporter is established.

Clause 10

OMITTED

Clause 11

Subprocessing

1. The data importer shall not subcontract any of its processing operations performed on behalf of the data exporter under the Clauses without the prior written consent of the data exporter. Where the data importer subcontracts its obligations under the Clauses, with the consent of the data exporter, it shall do so only by way of a written agreement with the subprocessor which imposes the same obligations on the subprocessor as are imposed on the data importer under the Clauses. Where the subprocessor fails to fulfil its data protection obligations under such written agreement the data importer shall remain fully liable to the data exporter for the performance of the subprocessor's obligations under such agreement.

2. The prior written contract between the data importer and the subprocessor shall also provide for a third-party beneficiary clause as laid down in Clause 3 for cases against the data importer because they have factually disappeared or have ceased to exist in law or have become insolvent and no successor entity has assumed the entire legal obligations of the data importer by contract or by operation of law. Such third-party liability of the subprocessor shall be limited to its own processing operations under the Clauses.

3. The provisions relating to data protection aspects for subprocessing of the contract referred to in paragraph 1 shall be governed by the law of the Member State in which the data exporter is established.

4. The data exporter shall keep a list of subprocessing agreements concluded under the Clauses and notified by the data importer pursuant to Clause 5 (j), which shall be updated at least once a year. The list shall be available to the data exporter's data protection supervisory authority.

Clause 12

Obligation After the Termination of Personal Data Processing Services

1. The parties agree that on the termination of the provision of data processing services, the data importer and the subprocessor shall, at the choice of the data exporter, return all the personal data transferred and the copies thereof to the data exporter or shall destroy all the personal data and certify to the data exporter that it has done so, unless legislation imposed upon the data importer prevents it from returning or destroying all or part of the personal data transferred. In that case, the data importer warrants that it will guarantee the confidentiality of the personal data transferred and will not actively process the personal data transferred anymore.

2. The data importer and the subprocessor warrant that upon request of the data exporter and/or of the supervisory authority, it will submit its data processing facilities for an audit of the measures referred to in paragraph 1.

APPENDIX 1 TO THE STANDARD CONTRACTUAL CLAUSES

This Appendix forms part of the Clauses and must be completed and signed by the parties.

The Member States may complete or specify, according to their national procedures, any additional necessary information to be contained in this Appendix.

Data exporter
The data exporter is the entity indentified as "Customer" in the DPA.

Data importer
The data importer is Hexagon.

Data subjects
Data subjects are defined in Schedule 1 of the DPA.

Categories of data
The personal data is defined in Schedule 1 of the DPA.

Processing operations
The processing operations are defined in Schedule 1 of the DPA.

APPENDIX 2 TO THE STANDARD CONTRACTUAL CLAUSES

This Appendix forms part of the Clauses and must be completed and signed by the parties.

Description of the technical and organisational security measures implemented by the data importer in accordance with Clauses 4(d) and 5(c) (or document/legislation attached):

The technical and organizational security measures implemented by the data importer are as described in the Agreement.

APPENDIX 3 TO THE STANDARD CONTRACTUAL CLAUSES

This Appendix forms part of the Clauses and by signing the Clauses, the data importer undertakes to comply with the undertakings listed in this Appendix, in addition to its undertakings following the Clauses.

In the event of inconsistencies between the provisions of this Appendix and any other provisions of the Clauses, the other provisions of the Clauses shall prevail.

Processing in Accordance with Documented Instructions

The Data importer undertakes to only process personal data in accordance with applicable law and on documented instructions from the data exporters, including with regard to transfers of personal data to a third country or an international organisation, unless required to do so by applicable law; in such a case, the data importer shall inform the data exporter of that legal requirement before processing the personal data, unless such information is prohibited by the applicable law on important grounds of public interest.

Confidentiality Commitments

The data importer undertakes to ensure that such employees (of the data importer or its subcontractors) who are authorised to process the personal data have committed themselves to confidentiality or are under an appropriate statutory obligation of confidentiality.

Technical and Organisational Security Measures

The data importer undertakes to, taking into account the nature of the processing, assist the data exporter by implementing appropriate technical and organisational measures, insofar as this is possible, for the fulfilment of the data exporter's obligations to respond to requests for exercising the data subject's rights laid down in the GDPR.

Data Breach

In the case of a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data transmitted, stored or otherwise processed by the data importer on behalf of the data exporter, the data importer shall immediately inform the data exporter of such security breach and thereafter, within twenty four (24) hours at the latest, provide the data exporter with:

(a) a description of the nature of the personal data breach including where possible, the categories and approximate number of data subjects concerned and the categories and approximate number of personal data records concerned;
(b) a description of the likely consequences of the personal data breach; and
(c) a description of the measures taken or proposed to be taken by the data importer to address the personal data breach (including measures to prevent similar security breaches in the future), including, where appropriate, measures to mitigate its possible adverse effects.

Data Protection Impact Assessment and Prior Consultation

The data importer undertakes to provide reasonable assistance to the data exporter with any data protection impact assessments, and prior consultations with supervisory authorities or other competent data privacy authorities, which the data exporter reasonably considers to be required of any data exporter by Article 35 or 36 of the GDPR or equivalent provisions of any other applicable data protection law, in each case solely in relation to processing of personal data by, and taking into account the nature of the processing and information available to, the data importer.

Deletion or Return of Personal Data

The data importer undertakes to promptly of the date of cessation of any services involving the processing of personal data, delete and procure the deletion of all companies of such personal data or, if preferred by the data exporter, to return such data to the data exporter.

Audit Rights

The data importer undertakes to make available to the data exporter on request, all information necessary to demonstrate compliance with this Appendix and shall allow for and contribute to audits, including inspections, by the data exporter or an auditor mandated by the data exporter in relation to the processing of personal data by the data importer.

Instructions in infringement of the GDPR or other Applicable Law.

The data importer shall immediately inform the data exporter if, in its opinion, a data exporter's instruction infringes the GDPR or other applicable law.

HEXAGON

Riverside County Sheriff's Office, California

Statement of Work

for

HxGN OnCall Dispatch and Records

On-Premise Implementation

PRESENTED BY:

Andrew Sayko
Regional Sales Manager
Hexagon Safety, Infrastructure & Geospatial
305 Intergraph Way
Madison, AL 35758 USA

November 4, 2025

Introduction

This Statement of Work, including the attachments hereto, provided by Intergraph Corporation by and through its Hexagon Safety, Infrastructure & Geospatial division ("Hexagon") to Riverside County, CA on behalf of its Sheriff's Office ("Customer" or the "County") describes the Products and Services that will be provided to implement an integrated computer aided dispatch ("CAD") system, mobile system, and records management system ("RMS") for the Customer (the "Project") in exchange for payment of the amount set forth in the Quote (which is included as Attachment A). This SOW sets forth the Products and Services Hexagon will provide as well as each Party's responsibilities and obligations to implement the Products. Except as otherwise provided herein, capitalized terms shall have the meaning set forth in the Agreement and Attachment I (Glossary of Terms) hereto.

The Software provided by Hexagon will be the HxGN OnCall Dispatch Advantage Subsystem ("HxGN OnCall Dispatch System" or "OnCall Dispatch") and HxGN OnCall Records Subsystem ("OnCall Records", and collectively with OnCall Dispatch, "OnCall").

Purpose

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

The SOW includes and incorporates the following Attachments:

- Attachment A – Pricing Summary
- Attachment B – Payment Schedule
- Attachment C – Initial Project Schedule
- Attachment D – Training Curriculum
- Attachment E-1 – OnCall Dispatch Specifications
- Attachment E-2 – OnCall Records Specifications
- Attachment F – System Configuration Diagram
- Attachment G-1 – Technical Matrix
- Attachment G-2 – Command Matrix
- Attachment H – Interface Descriptions
- Attachment I – Glossary of Terms
- Attachment J – GIS Requirements
- Attachment K – Warranty
- Attachment L – Regional Provisions
    - Attachment L-1 – CJIS Security Addendum
- Attachment M – Special Purpose Schedule (Kemp Load Balancers)
- Attachment N – SSL Certificates Required for OnCall
- Attachment O – RESERVED
- Attachment P – White Box Property & Evidence Data Conversion SOW

- Attachment Q – White Box Tiburon RMS Data Conversion SOW
- Attachment R – RMS Checklist
- Attachment S CAD Checklist
- Attachment T – The Proposal

This SOW arises from the Proposal. The Proposal is incorporated herein by reference as Attachment T. Understanding the SOW and its Attachments are the product of negotiation and careful review subsequent to the submission of the Proposal, the SOW and its Attachments (excluding Attachment T) shall control in the event of any inconsistency between the SOW, including its Attachments (excluding Attachment T), and the Proposal. Since Hexagon submitted its Proposal, the Parties have further refined the scope of the Project from what was in the Proposal. The omission of such Services, Software, or other Deliverables from this SOW despite inclusion of such within the Proposal is intended to be considered as an inconsistency such that Hexagon will not be required to provide Software or Services described in the Proposal but omitted from this SOW. For purposes of clarity, the Technical Matrix and Command Matrix, which were originally included in the Proposal and updated since that time, are set forth as Attachments G-1 and G-2.

The remainder of this section details Project assumptions that impact the Project cost, schedule and scope, Project team composition, and Project management responsibilities.

Each Task identified in this SOW includes the following, as necessary: Task Description, Task Deliverables, Task Prerequisites, Task Assumptions, Hexagon/Customer Team Participation and Responsibilities, and Task Acceptance Criteria. The Tasks defined in the SOW may not be listed chronologically, and the actual Project implementation Tasks and timelines will follow the Project Schedule, unless otherwise noted.

Software Functionality and Support

As part of this Project, Hexagon shall provide licenses to Software identified in Attachment A ("Project Software"). The Project Software shall have the capabilities and functionality set forth in the Specifications corresponding to the Project Software, which reflects all of the functionality Hexagon is obligated to provide. The Project Software shall only be tested to evaluate conformity to the Specifications. The COTS versions of the Project Software will be provided, and, unless otherwise provided in the Specifications, this Order does not include any Product Change Requests or Customizations.

OnCall presents an iterative upgrading process that will also be reflected in the Project. Several times per year, Hexagon may publish a new release to OnCall Software Products. Until the end of the Testing Phase, with Customer consent, Hexagon may periodically implement newer releases of OnCall within the Customer's environment, so the Customer may have a more current release of OnCall leading into the Training Phase and Deployment Phase.

Upon Cutover, the Warranty Period for the Project Software shall commence as described in Attachment K (Warranty). Hexagon shall provide support for the Project Software during the Warranty Period in accordance with Exhibit B (Maintenance Terms) of the Agreement.

Project Governance

Hexagon will assign a Project Manager at the beginning of the Project to act as the primary point of contact at Hexagon for the Customer and provide general oversight and guidance for the Hexagon Project team throughout Project.

To ensure successful delivery of the Project in accordance with the schedule, regular communications and an escalation path are necessary. Typically, all formal communications will occur between the Hexagon

Project Manager and the Customer Project Manager. Generally, each Party's Project Manager will have, at minimum, a bi-weekly status conference with one another. On a monthly basis, Hexagon will provide a status report reflecting completed Activities, upcoming Activities, at-risk Activities, other pertinent matters affecting the Project, and, as necessary, an updated Project Schedule. The monthly report will be provided seven (7) Business Days following the end of the preceding month. The Customer may propose revisions to the status report and its attachments, but it must do so within five (5) Business Days ("Status report Review Period"), otherwise it is final and accepted by the parties. By the end of the Status Report Review Period, the Customer shall either sign the monthly status report and return the same to Hexagon or provide Hexagon proposed changes or corrections, which the Parties shall work to address.

Finally, on a quarterly basis, or more frequently if deemed necessary by the Parties, the Department Sponsor for Customer, a Hexagon Director or Vice President responsible for operations, and the Customer's Project Managers shall hold a remote executive review meeting to discuss the status of the Project and particular challenges impacting the Project ("ERB"). The two senior officials for both parties shall also serve as the escalation point for disputes arising between the Project Managers. For ERBs scheduled at least three weeks in advance by the Parties, Hexagon shall provide its presentation materials that it intends to show during the ERB to the Customer no later than three days prior to the scheduled ERB.

Projects of this nature involve both Parties performing a variety of Tasks that are dependent upon one another. With that type of relationship and the number of Tasks involved, from time to time delays may occur. The Hexagon Project Manager and Customer Project Manager will address and take actions to mitigate such delays, to the extent reasonably possible.

The Hexagon Project Manager will manage the Project Schedule and provide copies of it to the Customer as updated. From time to time and outside of the status report process described above, the Project Managers may find an adjustment to the Project Schedule is necessary. If the adjustment is mutually agreeable, the Hexagon Project Manager shall update the Project Schedule and it will become the then current Project Schedule, superseding all prior Project Schedules. The Parties acknowledge that potentially material adjustments to the Project Schedule and this SOW, even where pricing is not altered, need to be addressed through a Change Order due to its impact on other aspects of the Order. Unless otherwise noted between the Project Managers, all Tasks reflected in this SOW are regarded as having completed the Task Acceptance Process upon Cutover or commencement of a Task for which the earlier Task was a prerequisite as noted within the SOW and/or Project Schedule. During the next scheduled Project Management Checkpoint call following the completion of the Task, the Customer and Hexagon may discuss any preceding completed Tasks provided that if the Customer does not respond to the Task Sign-Off Form within ten (10) Business Days, as provided in the Task Acceptance Process, then the Task will be deemed accepted.

Any provisions particular to Customer's country are specified in Attachment L – Regional Provisions, which shall supersede any conflicting provisions provided in this SOW.

Customer Core Team(s)

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

Core Team Roles and Responsibilities

Dispatch Core Team

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

- **9-1-1 Call-Taker** – This person intimately understands the process by which emergency calls for service are answered, triaged, created in the current CAD, and sent for dispatch.
- **Radio Dispatcher** – This person intimately understands the structure of the PSAP, the agencies for which it dispatches, and the methods in which dispatching occurs.
- **System Administrator (Operational)** – This person is responsible for the operational administration of the OnCall Dispatch system. Managing things like user accounts, permissions, parameter settings, user interface layouts, units, event types, etc.
- **Decision Maker (Operational)** – This person has authority, either by role or designation, to make decisions on behalf of the agency or agencies OnCall Dispatch is serving pertaining to the configuration of OnCall.

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

Mobile Core Team

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

- **Patrol** – This person is an active member of the patrol / operational division of the agency. They are tasked with responding to calls for service, field-initiated activities like traffic stops or inspections, and other duties in patrol / operations. This person should not be technology averse. They should embrace the use of technology and seek to find ways to leverage it to their benefit in their daily duties.
- **Patrol Supervisor** – This person is an active member of the patrol / operational division of the agency and responsible for the day-to-day supervision of a group of patrol members or of a specific station/apparatus crew. This person is typically a rank of Sergeant or above in law enforcement and lieutenant or above in Fire/EMS, although actual rank structure in agencies may vary.
- **Investigations / Detective** – This person is an active member of the investigations division or fire marshal's office and has primary responsibility for long-term case work or other fire-related investigations.
- **Command Staff** – This person is an active member of the command staff at the agency. This person is typically a rank of Captain or higher in law enforcement or battalion chief or higher in fire departments, although actual rank structure in agencies may vary.
- **Decision Maker** – This person has authority, either by role or designation, to make decisions on behalf of the agency or agencies OnCall Dispatch Mobile Unit or Mobile is serving pertaining to the configuration of OnCall Dispatch mobile products.

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

It is possible to have a Mobile Core Team duplicated for different responder roles, such as a law enforcement Mobile Core Team and a Fire Mobile Core Team.

Records Core Team

Below is the defined group of Customer members responsible for decision making for the remainder of the field operations user group(s) regarding configuration and use of the OnCall Records solution. The Records Core Team either needs knowledge of all applicable departments or has access to local subject matter experts. The Records Core Team should consist of, at a minimum, the following resources with the corresponding qualifications:

- **Subject Matter Experts (SME)** – Person or person(s) responsible for adapting local agency department needs into actionable configuration processes for the new system. This person or persons need access to other local SMEs for all departments that will be utilizing the new system.
- **Technical Support Staff** – The responsibility of Technical Support Staff lies with the adaptation and configuration of the system at a more technical level. Responsibilities potentially include SQL and/or report writing experience with SSRS knowledge, current technical understanding of current interfaces in use that are to be adapted to the new systems, etc.
- **Command Staff** – This person is an active member of the command staff at the agency. This person is typically a rank of Captain or higher in law enforcement, although actual rank structure in agencies may vary.
- **Decision Maker** – This person has the authority, either by role or designation, to make decisions on behalf of the agency or agencies OnCall Records is serving pertaining to the configuration of OnCall Records products.

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

Project Assumptions

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

Agreement and Schedule Assumptions

- The Agreement has been executed by both parties and the Customer has provided either a notice to proceed or PO.
- Hexagon and the Customer will review the SOW and determine a mutually agreeable date for the Services to be performed.
- As reflected in Attachment C, the implementation of CAD and RMS are scheduled to occur concurrently; if the Project cannot be completed concurrently with a simultaneous Cutover, the SOW will need to be modified through a Change Order.
- The Customer shall perform its assigned responsibilities as identified within the Initial Project Schedule (Attachment C) and resulting Project Schedule in the time allotted. If the Customer does

not reasonably comply with the Project Schedule, Hexagon is permitted with written notice to suspend its performance on this Project and redeploy its resources on other active projects until the Parties determine a mutually agreed upon date to re-start the Project and memorialize any changed circumstances in a Change Order.

- Hexagon will have timely access to the applicable members of the Core Teams and other Customer Project staff in accordance with the Project Schedule. Customer shall make additional personnel available on a priority basis, as needed, to provide subject matter expertise to complete this Project.
- Customer shall assign appropriately qualified personnel to the Core Teams and ensure they are actively engaged in the Project.
- Any work and effort ascribed to Hexagon in a given Task is confined to that specific Task and may not be used for or applied to any other Task.
- Customer shall provide Hexagon Project Manager with contact information for a Customer resource to resolve any issues that should arise from Hexagon's access of Customer's System during working and non-working hours.
- The Customer shall respond and provide necessary information for any Service Request that is set to "NEED MORE INFO" or "Re-Test" following more than two PM Checkpoint Meetings. To promote focusing on prioritized issues, Hexagon may close an issue if the Customer has not responded with the information necessary during that time frame provided that the Customer is permitted to re-open the issue at a later date. Any workshop having a duration of three (3) Business Days or less shall begin no earlier than Tuesday of the week of that workshop and will conclude that same week.
- Any workshop having a duration of four (4) Business Days shall be scheduled to occur Tuesday through Friday of the same week.
- The Customer shall provide Hexagon with access to all data, documents, plans, reports, diagrams, and analyses reasonably related to the Project or otherwise necessary to facilitate Hexagon's performance of its Activities.
- Unless expressly stated in this SOW, all Documentation, if any, provided by Hexagon under this SOW will be COTS Documentation, and the Documentation will not be customized by Hexagon. All Documentation delivered will be in Hexagon-approved format. Changes to Hexagon-format to accommodate specific Customer requests may be done at Hexagon's discretion and at an additional cost.
- Unless Hexagon and Customer mutually agree through a Change Order, all Documentation provided by Hexagon will only be provided in electronic format.
- Each Task shall specify within the Project Schedule and Task Description whether it will be conducted remotely or onsite. All Hexagon personnel performing remote Activities will be identified and properly vetted prior to commencement of those remote Activities.
- If the title of a Task includes the name of a Subsystem (e.g., OnCall Records or OnCall Dispatch), that Task shall be construed as pertaining only to that Subsystem unless expressly stated otherwise.

Hardware and Software Assumptions

- All Software will be electronically delivered.
- All specifications provided with this SOW (Attachments E-1, E-2, and F) will assume a traditional on-premises solution (*i.e.*, not a hosted solution), and any change with respect to alternative hosting requires execution of a mutually agreed upon Change Order.

- Hexagon shall provide the hardware and third-party software set forth in Order 3. The Configuration Diagram and provisions of this SOW assume and are predicated upon Customer having contracted with Hexagon for Order 3 and the deliverables identified therein. To the extent the Customer does not proceed with contracting for Order 3 or any hardware and software specified therein, then Customer will be responsible for providing those items.
- For Microsoft SQL provided under Order 3, Customer shall keep all of those items under contract for maintenance through the duration of this Project. The fees for maintenance of those products are not included in the fees for this Project and shall be contracted under separate Orders. Renewals for maintenance/subscription for VMWare and Windows OS will be the Customer's responsibility. For clarity, the maintenance/subscription term for the third-party software provided under Order 3 commences upon license delivery and Order(s) for SQL maintenance shall begin during the progression of this Project.
- The Customer shall purchase, install, and test all physical hardware, including the client/mobile hardware, not included in Order 3.
- For hardware and third party software not included in Order 3, the Customer will ensure its hardware, operating system software, database software, and other third-party products/environments conform with Attachments E-1, E-2, and F. Deviations from Attachments E-1, E-2, and F will not be permitted due to the critical nature of the software supported by these systems.
- Hexagon and the Customer will verify the final system hardware configuration to ensure conformance with Attachments E-1, E-2, and F.
- Except as expressly identified in Attachment A and in Order 3, Customer shall purchase all applicable operating systems, database licenses, and Third-Party Software and ensure such operating systems, database licenses, and Third-Party Software meet the minimum requirements as defined in Attachment F.
- HxGN OnCall Dispatch requires SQL Server 2022 Enterprise Edition (EE) with SA, which will be configured in an "Always On" configuration for the Production Environment CAD database servers. The test environment CAD database server requires SQL Server 2022 Developer Edition (DE), and the training environment CAD database server requires SQL Server 2022 Standard Edition (SE).
- Attachment F (Configuration Diagram) and Order 3 is based upon the quantities of Software Products identified in Schedule 1 of Exhibit A-1 of the Agreement. Any use of the Site Licensed Software Products beyond the quantities listed in Schedule 1 may require additional hardware, bandwidth, and third-party software, all of which shall be the Customer's sole responsibility.
- Hexagon technology for this Project will be implemented in the Microsoft environment as specified in Attachment F.
- Customer shall purchase, install, configure, and administer its Network Infrastructure, including, but not limited to, its WAN/LAN and wireless infrastructure. Customer's wireless infrastructure shall meet minimum bandwidth requirements as stated in Attachments E-1, E-2, and F.
- Customer shall be responsible for the wired and wireless connectivity between servers/clients and clients/clients.
- For automatic failover to a secondary location: (i) the network latency between the site servers shall be less than 10 milliseconds (ms) and (ii) load balancers must support and be configured to provide automatic failover between locations (Global Server Load Balancing).
- Customer shall be responsible for, and purchase and maintain if necessary, any hardware and/or third-party software necessary for implementing interfaces.

- Except as specified in this SOW, including Attachment A: Pricing Summary, Hexagon is not required to provide any additional Software customizations, custom forms, forms modifications, third-party software, custom interfaces, or custom reports.
- To the extent the Customer desires to use the Software or other deliverables provided herein in a manner or in combination with software or hardware that is not certified or recommended by Hexagon, then the Customer shall be solely responsible for such use. Hexagon shall not be responsible for the correction of any errors, Defects, reduced performance, compromised functionality, or other unintended consequences arising from such use. The Customer also shall not withhold acceptance of any deliverable or the System due to such use.
- Customer has reviewed the SOW and acknowledges and agrees Software Requirements: (i) represents all the functionality required of the System; and (ii) is the only functionality that is required to be delivered under this SOW.
- Customer shall have its GIS system conform to the requirements set forth in Attachment J (GIS Requirements) and other GIS specifications provided by Hexagon.
- Customer may use any supported third-party mapping provider for GIS information within OnCall Dispatch during this Project (see Attachment J). It is the Customer's responsibility to provide this.
- The mapping subsystem shall be dedicated only to supporting HxGN OnCall Dispatch.
- Customer shall select and use one of the three (3) options specified in Attachment N for SSL certificates to ensure secure communication over HTTPS from client hardware to the application(s).

System Access Assumptions

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

Third-Party Assumptions

- Customer shall schedule and coordinate third-party technical resources with the skills necessary to perform and/or support all Customer Responsibilities, provide necessary information, respond to

Hexagon requests, and support the testing of interfaces, as required. Customer shall schedule and coordinate third-party technical resources in such a way as to ensure that a negative impact to the overall Project Schedule does not occur.

- Customer shall provide, administer, and maintain, in good working order, all third-party systems which will integrate with Hexagon software or on which the Hexagon software depends as part of this Project.
- Customer shall be responsible for the operation and timely availability of external systems or third-party software necessary for the execution of the Project.
- If a delay in the Project is caused by a third-party vendor, Hexagon services not covered in this SOW may be required at additional costs.

Project Tasks

Project Initiation

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

- Customer shall order hardware, database software, operating system software, or other third-party software (excluding Kemp Load Balancers which will be ordered by Hexagon) consistent with the requirements set forth in Attachments E-1, E-2, and F provided that if the Customer uses in more Software licenses than are specified in Schedule 1 to Exhibit A-1, then it may require additional hardware, bandwidth, and third party software, which shall be Customer's responsibility.
- Hexagon's Project Manager will identify the known Hexagon implementers. The Customer may review the credentials of the Hexagon nominated team. The Customer will notify Hexagon as soon as possible if the Customer does not approve any Hexagon resource. Absent any such notification from Customer then the Hexagon personnel are approved (subject to CJIS background check).
- Hexagon will provide the Initial Project Schedule, at minimum, four weeks in advance of the Project Kickoff. This Initial Project Schedule will detail key milestones, deliverables, and timelines, and will include the assignment of named Hexagon resources responsible for each onsite activity. The Initial Project Schedule will be submitted to the Customer for review and approval prior to formal acceptance and commencement of project execution, which the Customer shall do as part of Project Kickoff Task.
- Hexagon will make COTS HxGN OnCall Software licenses available to the Customer for access after formation of this Order.
- The Hexagon Project Manager will contact the Customer Project Manager. During this initial contact, the Hexagon Project Manager will:
    - Schedule the kickoff meeting;
    - Identify the Project Start date;
    - Create a detailed agenda describing the goals of the kickoff meeting;
    - Discuss any mitigating factors that could affect the Project (e.g., scheduling conflicts, communication factors, and other risk factors);
    - Schedule a conference call before the kickoff to go over the kickoff agenda;
    - Ensure both Hexagon and Customer have appropriate Subject Matter Experts available for kickoff; and

Provide document titled "Infrastructure Build Document", if not previously provided to the Customer.

- Hexagon's Project Manager will prepare kickoff materials.
- Hexagon's Project Manager shall have updated the Initial Project Schedule and provide the draft Updated Initial Project Schedule and sent a copy to the Customer Project Manager for review prior to the Kickoff meeting.
- Hexagon's Project Manager will provide the Customer Project Manager with all kickoff presentation materials in advance, including the PowerPoint slide deck.

Planning Phase

1. Project Kickoff Meeting

Task Description

The objective of this Task is to discuss and address questions regarding Project Assumptions, discuss the updated Initial Project Schedule and agree to it at the meeting or shortly thereafter, and all requirements are understood prior to beginning any significant work. A meeting for Project Kickoff will be held after the SOW has been fully executed. The Project Kickoff meeting will be scheduled by each party's Project Manager as part of Project Initiation Activities.

Prior to the Kickoff Meeting and after written acceptance of the Agreement, the Hexagon Project Manager will contact the Customer Project Manager to identify the Project Start date and coordinate scheduling the Kickoff Meeting. The Project Kickoff Meeting shall last no more than one (1) Business Day.

During this Task, the Parties shall confirm the updated Initial Project Schedule as updated by the Hexagon Project Manager. The resulting updated Initial Project Schedule shall be substantially similar in durations as that provided within Attachment C. Prior to the Project Kickoff Meeting Task, the Customer Project Manager shall have reviewed the updated Initial Project Schedule and be in a position to succinctly identify any needed changes understanding material extensions of the Initial Project Schedule may require additional Hexagon Services to be added via a Change Order. Once the list of changes has been made to the updated Initial Project Schedule by the Hexagon Project Manager, the Hexagon Project Manager will thereafter provide the Project Schedule to the Customer Project Manager. From time to time, the Parties' Project Managers may modify the Project Schedule upon mutual written consent.

At the Project Kickoff Meeting, the Customer shall provide: (i) contact information for all members of its Core Team and Executive/Departmental Sponsor, (ii) proposed alterations to the updated Initial Project Schedule, (iii) contact information for any third-party vendors which OnCall will integrate as contemplated in Attachment H, and (iv) identify to Hexagon any perceived concerns or risks with the Project. During the Project Kickoff Meeting, Hexagon shall provide template COTS Interface Questionnaires and the OnCall Records Pre-BPA Questionnaire for Customer completion prior to required Tasks.

Task Deliverables

- Kickoff meeting agenda
- Project Schedule
- Kickoff meeting minutes, to include identified risks and action items
- COTS Interface Questionnaire
- OnCall Records Pre-BPA Questionnaire
- Dynamo e-learning licenses
- Kickoff meeting presentation slide deck

Task Prerequisites

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

Task Assumptions

- The Hexagon Project Manager will conduct the kickoff.
- This task will be conducted on site.
- Some members of the Hexagon Project Team may participate remotely.
- The Dynamo e-learning subscription commences during this Task and lasts for a duration of twelve (12) months from the date issued.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Review the Project organization, roles, and responsibilities with the Customer;
- Conduct an overview of the Project including a review of the SOW to verify all aspects of the Project approach;
- Review the draft Updated Initial Project Schedule and adjust the Updated Initial Project Schedule as needed and mutually agree upon it with Customer;
- Work with Customer to identify and document any potential Project risks;
- Provide meeting minutes that document risks and action items that affect the Project Schedule, resources, and/or the SOW;
- Inform the Customer of VPN requirements for Project implementation and continued System maintenance;
- Review of delivery methodology;
- Provide the Dynamo e-learning licenses for use by the Customer Core Team;
- Establish status reporting requirements; and
- Provide overview of Standard Interfaces being delivered as part of the Project as identified in Attachment H.

Customer Team Participation and Responsibilities

Customer shall:

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

Task Acceptance Criteria

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

2. COTS Interface Questionnaire Completion

Task Description

Hexagon will provide an interface questionnaire ("COTS Interface Questionnaire") to the Customer to complete. The Customer shall complete the COTS Interface Questionnaire within five (5) Business Days of receipt ("COTS Interface Review Period") whereupon Hexagon will be able to install the COTS Interface and configure it based upon the information provided in the COTS Interface Questionnaire subject to the functionality and features within the COTS version of the Interface.

Hexagon will work to provide any follow-up questions for clarification or confirmation of responses within five (5) Business Days of receipt.

The following Interfaces are regarded as the COTS Interfaces (collectively, "COTS Interfaces"):

- ANI/ALI Interface (included with HxGN OnCall Dispatch | Advantage)
- HxGN OnCall Dispatch | Informer to CLETS/State/NCIC
- HxGN OnCall Dispatch | Tracker for 3SI
- HxGN OnCall Dispatch | Notifications for Paging (email protocol) and Workforce Management Plus Evidence Notifications (text protocol)
- HxGN OnCall Dispatch | PTT to Motorola MCC7500 Radio

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

Task Deliverables

- Completed COTS Interface Questionnaires

Task Prerequisites

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

Task Assumptions

- The Customer will direct its third-party vendors to provide any API or specification documentation required to configure the COTS Interfaces.
- If required, all NDAs between Hexagon and third parties will be executed and current. The Customer will exercise all reasonable efforts to facilitate its third-party vendors reasonable cooperation with this requirement.
- The Customer will exercise all reasonable efforts to facilitate cooperation and information from its third-party vendors and/or state agency as reasonably necessary for the configuration, testing, and Cutover of the COTS Interfaces.
- Unless otherwise provided in the Specifications, only COTS versions of the COTS Interfaces will be provided and configured.
- The Customer shall be responsible for underlying requirements pertaining to its third-party systems as described in Attachment H.
- The ANI/ALI interface component of the OnCall Dispatch System will provide the interface to an ANI/ALI controller. It will accept ANI/ALI packets containing ASCII data via an Ethernet Network

(TCP/IP) or a Serial COM Port connection. If the Customer's ANI/ALI feed is via Serial COM Port the Customer will need to obtain an IP to Serial device.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Review completed COTS Interface Questionnaires; and
- Review information provided by the Customer.

Customer Team Participation and Responsibilities

Customer shall:

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

Task Acceptance Criteria

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

3. OnCall Dispatch Launch

Task Description

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

Task Deliverables

- OnCall Dispatch Launch Workshop agenda
- OnCall Dispatch Static Data collection spreadsheets
- OnCall Dispatch Launch Data Definition Guide

Task Prerequisites

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

Task Assumptions

- Launch Workshop is conducted using a Hexagon-provided default OnCall Dispatch environment.
- Hexagon responsibilities will be executed on site at a Facility.
- The Launch Workshop shall last no more than three (3) Business Days.
- Customer attendees will be limited to no more than twelve (12) Core Team members.
- Customer has provided a Facility, including an LCD projector and a projection screen.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Provide limited, focused instruction on the use of OnCall Dispatch, and OnCall Dispatch Administrator, on functional areas that utilize or display the following CAD Static Data elements:
  - Agencies
  - Unit Types (Patrol, Engine, etc.)
  - Units
  - Event Types
  - Disposition Codes
  - Out-of-Service Types
  - Facility Service Types
  - Known Caller Types
  - Special Situation Types
  - Personnel/User Accounts
  - Beats/Station Areas
  - Dispatch Groups
  - Stations (Police Stations, Sub-Stations, Fire Stations, etc.)
  - Number Formats (event, case, etc.)
  - Rotational Services (towing, ambulance, lock smith, etc.)
  - Vehicles

- Provide the Customer with Microsoft Excel based data collection spreadsheets ("OnCall Dispatch Static Data Collection Spreadsheets") to be used in assembling the CAD Static Data elements.

Customer Participation and Responsibilities

Customer shall:

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

Task Acceptance Criteria

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

4. OnCall Dispatch GIS Requirements Review - On-Site

Task Description

Over the course of up to one (1) Business Day, Hexagon will present on the following topics during the "OnCall Dispatch GIS Requirements Review". This Task introduces the Customer GIS team to the GIS services the Customer must provide and which OnCall requires in order to function. Those services are, at a minimum an address locator service, a routing service, and a base map display service. Hexagon will also cover the deployment related polygon feature classes required to facilitate the assignment of geographic areas to specific agencies.

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

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

Task Deliverables

- OnCall Dispatch GIS Requirements Review

Task Prerequisites

- Project Kickoff Meeting Task is complete.

Task Assumptions

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

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Conduct the OnCall Dispatch GIS Requirements Review on site; and
- In anticipation of the GIS Requirements Review, Hexagon shall ensure that it is prepared to display the appropriate materials and resources prior to the start of the session.

Customer Team Participation and Responsibilities

Customer shall:

- Ensure its GIS/Map Administrator is involved throughout this Task;
- Supply facilities, including an LCD projector and a projection screen;
- The Customer shall designate and assign up to five (5) mapping/GIS personnel to attend two (2) one-day onsite workshop sessions; and
- Ensure that all appropriate Customer GIS professionals are sufficiently trained and experienced in GIS fundamentals.

Task Acceptance Criteria

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

5. OnCall Records Business Process Analysis (BPA) Workshop

Task Description

Hexagon will conduct the Business Process Analysis ("BPA") Workshop ("BPA Workshop") with the Customer's Records Core Team and SMEs. The BPA Workshop lasts up to four (4) Business Days and is designed to document current processes that will need to be reviewed during configuration workshops and provide a guidebook for the Records Core Team to use as they work to configure the Records Subsystem.

The BPA Workshop will be an interactive workshop with the Records Core Team and any SMEs that may be required. The BPA Workshop will provide the Customer with a system and process overview to prepare for the upcoming Records Core Team training and subsequent configuration workshops where the Records Core Team will set up OnCall Records for Production use. It is important to note that some current Customer processes may not be applicable to the new Subsystem, and adjustments will have to be made by the Customer's process and procedures to implement the COTS OnCall Records Subsystem. This knowledge will be critical during the configuration workshops. The BPA Workshop results will be documented by Customer staff.

BPA Workshop Agenda

The BPA agenda will be developed between the Hexagon and Customer Project Managers based on the functional areas, subject areas specific to the Customer, and number of BPA workshops purchased. The topic points will be based on the "Pre-BPA Questionnaire" that is completed by the Customer and focuses on the current business processes. Hexagon will also use this time to set expectations for address validation in OnCall Records.

Task Deliverables

- BPA Workshop Agenda
- BPA Workshop
- Within twenty (20) Business Days following the BPA Workshop, Hexagon will provide the Customer with a Business Process Assessment Report ("BPA Report") summarizing key observations, current processes, and recommendations for configuration and implementation, as discussed and learned throughout the discovery sessions in notes format.

Task Prerequisites

- Customer has provided appropriate meeting/training facilities.
- Project Kickoff Meeting Task is complete.
- Customer has collected and or has available necessary operating procedures, policies, plans, and/or information applicable to the BPA Workshop.
- Customer has completed and returned the Pre-BPA Questionnaire.

Task Assumptions

- The BPA Workshop will be executed on site at a Facility.
- The BPA Workshop sessions are typically done in six (6)-hour blocks over (4) days.
- Agency defined Core Team must attend all BPA sessions with no more than twelve (12) additional agency SMEs as arranged by the agency for break-out sessions. These BPA sessions are broken up into topics/modules and agency SMEs are expected to attend only during respective relevant portions of the BPA.

- Hexagon's responsibilities for this Task shall be deemed complete upon delivery of the Business Process Assessment (BPA) report to the Customer, summarizing key observations, current processes, and recommendations for configuration and implementation as discussed and learned throughout the discovery sessions The BPA Workshop will cover only COTS OnCall Records functionality.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Conduct the BPA Workshop; and
- Hexagon's responsibilities during these sessions shall include facilitating discussions, documenting current Customer processes, and identifying opportunities for alignment with Hexagon OnCall solution capabilities.

Customer Team Participation and Responsibilities

Customer shall:

- Attend BPA Workshop;
- Provide a facility according to the requirements provided in Task Assumptions;
- Provide a Project Workstation for each attendee;
- Collect and have ready at the BPA Workshop all of Customer's documents and information pertaining to its business processes, operating procedures, and workflows;
- Confirm receipt of BPA Report provided by Hexagon in two (2) Business Days;
- Document Customer business processes to be used in the Configuration Workshops; and
- Provide access and resources as identified.

Task Acceptance Criteria

This Task shall be deemed complete when:

- Hexagon shall have facilitated the BPA Workshop; and
- Hexagon shall have delivered the BPA Report.

6. Custom Interface Requirements Gathering

Task Description

During this Task, Hexagon and Customer will meet via conference call to validate the assumptions and design of each Custom Interface identified in this SOW and Attachment H (Interface Descriptions). This Custom Interfaces Requirements Gathering workshop is intended to contain a series of discussions to validate the requirements and assumptions underlying the Custom Interfaces. These sessions should include third-party vendors where appropriate. During the sessions, the specific workflow and data requirements for each of the interfaces listed below will be discussed in detail.

The information obtained in combination with the information in Attachment H will be used to develop an Interface Control Document for each Custom Interface. If the assumptions reflected in Attachment H materially change, a Change Order may be appropriate. The ICDs will become the foundation for the Custom Interface development by Hexagon. Once an ICD is mutually approved, it should only be modified through a Change Order. The Customer shall not make any changes to and shall take appropriate actions to prevent its third-party vendor from making substantive changes to the third-party software that is the subject of a Custom Interface once that Custom Interface's respective ICD has been finalized.

The following are regarded as "Custom Interfaces" as the term is defined in Attachment I of this SOW:

- CAD Query Interface to Tyler JMS
- CAD Interface to Workforce Management Plus
- RMS Interface to Import Accidents from CrossRoads
- RMS Interface to Import Citations from CrossRoads
- RMS Interface to AFIS/Livescan (Idemia)
- RMS Interface to IAPro BlueTeam
- RMS Interface to Journal Technologies Court bidirectional (warrants)
- RMS Interface to Journal Technologies Court export (citations)
- RMS Interface to Journal Technologies Court (case disposition)
- RMS Interface to Axon Evidence.com
- RMS Interface to NCIC/CLETS/State
- RMS Query Interface to Parole LEADS
- RMS Query Interface to Riverside County Probation System
- RMS Query Interface to CAPSS (California Pawn)
- RMS Interface to Tyler JMS (Bidirectional)
- RMS Interface to Query Legacy Tiburon RMS

For descriptions and assumptions regarding each Custom Interface listed above, please see Attachment H: Interface Descriptions.

As it pertains to the development of the ICD, the parties shall follow the following process. After the Customer provides the necessary information regarding the Custom Interface, Hexagon will prepare a draft ICD for each Custom Interface. Hexagon will then provide the initial draft ICD to the Customer for its review. The Customer shall review the draft ICD and provide any feedback or comments within ten (10) Business Days. As appropriate, Hexagon will incorporate the feedback into the ICD or advise the Customer why

certain requests could not be included (e.g. the request conflicted with Attachment H) and finalize the ICD. Hexagon will provide the finalized ICD to the Customer for its written acknowledgement. The Customer will provide a response within three (3) Business Days from Hexagon providing the finalized ICD.

Task Deliverables

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

Task Prerequisites

- Project Kickoff Meeting Task is complete.

Task Assumptions

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

Hexagon Team Participation and Responsibilities

Hexagon shall:

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

Customer Team Participation and Responsibilities

Customer shall:

- Identify and set up appropriate facilities;
- Provide points of contacts who are knowledgeable of the workflow and data requirements for Customer hardware and software components with which the Custom Interfaces will interact;
- Provide or have available all necessary information during the workshop to facilitate the creation of the ICD;

- Promptly review all draft ICD submissions and provide comments, questions, or approval within ten (10) Business Days of receipt; and
- Agree to and sign the ICDs before any development work can begin. Failure to approve in a timely manner may impact Project Schedule and incur additional cost.

Task Acceptance Criteria

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

7. Custom Interface Development

Task Description

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

Task Deliverables

- Custom Interface documentation

Task Prerequisites

- Custom Interface ICDs have been executed by each Party.

Task Assumptions

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

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Develop the Custom Interfaces based upon the ICD.

Customer Team Participation and Responsibilities

Customer shall:

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

Task Acceptance Criteria

This Task is complete when all Custom Interfaces are developed.

8. Load Balancer Equipment Ordering

Task Description

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

Task Deliverables

- Estimated delivery date of Kemp load balancers

Task Prerequisites

- Equipment requirements have been finalized.
- Project Kickoff Meeting Task is complete.

Task Assumptions

- N/A

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Order the Kemp load balancers.

Customer Team Participation and Responsibilities

Customer shall:

- N/A

Task Acceptance Criteria

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

Staging Phase

9. Physical Infrastructure Installation

Task Description

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

Task Deliverables

- Customer staging of the physical infrastructure

Task Prerequisites

- Order 3 is complete.
- Any other project equipment not included in Order 3 (if any) has been ordered and received by Customer

Task Assumptions

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

Hexagon Team Responsibilities

Hexagon shall:

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

Customer Team Responsibilities

Customer shall (unless otherwise completed in Order 3):

- At each site and for any hardware not included in Order 3 (if any):
  - Provide Rack Space for the server equipment;
  - Provide Power in the rack;
  - Provide Network connections for the provided equipment on the appropriate VLANs;
  - Provide adequate cooling for the servers;
- Provide required server names and IPs for all of the equipment;
- Provide domain level credentials for the vCenter server and to join servers to the domain;
- Provide assistance with resolving issues related to network connectivity and\or remote access;
- Add ESX Host names as static DNS Entries for name resolution;
- Perform the physical installation of the Project equipment in Customer datacenter or location specified in advance by Customer;
- Connect the HP ILO or Dell iDRAC, assigning an IP Address and\or license to those to allow remote access;
- Make connections between the servers and storage, as required;

- Assign an IP Address to the storage array to allow connectivity for full configuration;
- Connect to the servers install\license the ESX host OS if required;
- Configure storage to be presented to the hosts;
- Configure the networking on each host to provide two (2) virtual switches each configured with two (2) NICs. The first vSwitch will support VMware management connectivity and vMotion (10 gig). The second vSwitch will support the Production VM traffic (1 gig);
- Configure the vSwitch that will be utilized by the virtual Kemp load balancers to change the following settings:
    - MAC address changes from reject to accept;
    - Forged Transmits from reject to accept; and
- Answer other configuration questions as they arise.

Task Acceptance Criteria

This Task is complete when: (i)(a) Customer has all designated Project server hardware (not included in Order 3, if any) staged and (b) the physical servers and storage that will host the virtual environments configured and, (ii) Hexagon has provided the VM templates to the Customer.

10. Virtual Server and OnCall Software Staging

Task Description

This Task is intended to facilitate the installation and configuration of virtual machines, Microsoft SQL Servers, the client specific OnCall software suite, associated Third Party Software, and load balancers. This Task will occur in multiple steps. This Task will result in a working environment that will be configured in future tasks. Hexagon will perform all related tasks as described via the Hexagon OnCall Management Tool which utilizes PowerShell for automation of the tasks described herein.

Hexagon will initially confirm the hardware has been configured and set up according to Hexagon standards and able to receive the Software. If deviations are identified, Hexagon will notify the Customer and the Customer will take prompt action to address the deviation.

Hexagon will begin this Task by installing the virtual servers into the virtual environment identified by the Customer. Hexagon will create the virtual servers, assigning them the required CPU, memory, and disk space, set server names and IP addresses, and join the virtual servers to the domain. Hexagon shall also add Hexagon Administrator groups to the local administrator groups of the servers to allow Hexagon the required access for this Project.

Hexagon will also complete the following SQL Implementation Steps: Create SQL Group Managed Service Accounts, install and configure Windows Failover Clustering, enable and configure SQL AlwaysOn Availability group(s) with an associated Availability Group Listener, and Test SQL AlwaysOn Availability Group(s) for proper failover.

Hexagon will install and perform initial configuration of the Hexagon OnCall Product Suite included in this Project. Hexagon shall stage and install Software Products on the virtual servers, which includes creating the directory, setting up folder permissions, installing the Hexagon license servers, and installing and setting up Software Products. Software installed during this Task does not constitute a fully configured system. Additional configuration Tasks are described later in this SOW.

Hexagon will install and configure the load balancers. Hexagon and Customer will hold a meeting to discuss and provide consultation regarding which URLs will be used by the load balancers ("Load Balancer Meeting"). The Customer will ultimately determine and be responsible for the selection of the URLs that will be utilized by the OnCall Product Suite. Hexagon will use those URLs to configure the load balancer VIPs. The load balancers will be configured for GSLB (Global Site Load Balancing) and or HA (High Availability). Special DNS entries will need to be made to delegate the name resolution of the URLs if using GSLB. The Customer should test the configuration of the load balancers.

As part of this Task, Hexagon will initiate the Site Configuration document. At this stage this document is a draft that will be updated throughout the Project.

Task Deliverables

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

Task Prerequisites

- Order 3 is complete.

- Customer has completed and returned the Infrastructure Build Document to Hexagon.
- Customer has installed and configured the VMware Virtual Infrastructure in accordance with Attachment F.
- The VMware host have the vSwitch that will be utilized by the virtual Kemp load balancers have had the following settings changed:
    - MAC address changes from reject to accept.
    - Forged Transmits from reject to accept.
- Customer has downloaded the Hexagon provided software.
- Customer has uploaded the SQL Media ISO(s) to a datastore available to Hexagon.
- Customer has uploaded the ESRI Media ISO to a datastore available to Hexagon, if applicable.
- Customer has imported the Hexagon provided VMware templates.
- Customer has placed Hexagon and required third party licenses that have been provided to the Customer and placed on a network share accessible by Hexagon.

Task Assumptions

- The Virtual Infrastructure is VMware vSphere. Additional discussion and level of effort will be needed to account for a Hyper-V Infrastructure.
- New virtual servers will be for the sole purpose of the Project defined by this SOW and will not serve other roles.
- Hexagon will require the following permissions during the Project.
    - Administrative access to the vCenter cluster that the VMs will be created in.
    - Domain Administrator level permission on the domain to allow the following:
        - Join virtual servers to the domain
        - Create Computer Objects
        - Create server clusters
        - Create and manage DFS configurations
        - Create users and groups
        - Add\modify DNS entries in support of the Load balancer configuration

Hexagon Team Participation and Responsibilities

Hexagon shall:

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

Customer Team Participation and Responsibilities

Customer shall:

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

Task Acceptance Criteria

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

11. OnCall Dispatch GIS Consulting

Task Description

A central feature of OnCall Dispatch is interoperation and use of Customer provided GIS services within OnCall Dispatch. The Customer may use whichever map provider they choose, subject to Attachment J. The objective of this Task is to collaborate with the Customer's GIS Administrator regarding use of the Customer-provided map services within OnCall Dispatch and management of the source map.

Over the course of up to three (3) consecutive weeks ("GIS Consulting Period") a Hexagon technical resource will host meetings with the Customer GIS Administrator and any other interested Customer SMEs, which in the aggregate shall last no more than twenty-four (24) Business Hours ("GIS Meeting Time"). The OnCall Dispatch GIS Consulting is intended to be a collaborative session and for Hexagon and the Customer GIS Administrator to discuss use of the map services within OnCall Dispatch and management of the map services in the context of OnCall Dispatch. As time permits, the parties can discuss other GIS related topics.

To facilitate a productive session, the Customer GIS Administrator, at a minimum, should have participated in the OnCall Dispatch GIS Requirements Review. The Customer shall also have complied with the mapping requirements prior to this Task.

As a result of the sessions, the Customer's GIS Administrator will have been provided additional insight and information on how to manage and use the map services in connection with OnCall Dispatch. For purposes of clarity, these sessions are not intended to result in configuration or modification of Customer's source map data. The Customer may configure the map services at its discretion up to the commencement of Functional Testing. At the commencement of Functional Testing, the Customer shall refrain from making any modification or configurations to the map services until after System Cutover.

As part of this Task, Hexagon will provide up to eighty (80) hours of services to work on GIS documents requested by the Customer ("GIS Document Services"). The Customer acknowledges not all documents may be created or finalized once the time allotted for GIS Document Services has been expended.

Task Deliverables

- GIS Consulting Session agenda

Task Prerequisites

- OnCall Dispatch GIS Requirements Review Task is complete.

Task Assumptions

- Hexagon responsibilities for this Task are to be executed remotely.
- Customer participation in the GIS consulting session(s) is not to exceed ten (10) Customer attendees.
- The Customer GIS Administrator has sufficient authority to make decisions about the use, configuration, and integration of the source map data.
- Hexagon will not provide training or services specific to Esri software.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Conduct the GIS Consulting through a Hexagon technical resource; and
- Provide the GIS Document Services.

Customer Team Participation and Responsibilities

Customer shall:

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

Task Acceptance Criteria

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

12. OnCall Dispatch | Informer Discovery

Task Description

During this task, Hexagon will conduct a remote discovery session with the Customer to assess their current use of the NCIC interface. The objective is to gain a clear understanding of how the existing system's automated query and response workflows are being utilized. This information will inform future configuration, customization, and delivery planning for the OnCall interface.

Task Deliverables

- Informer Discovery session agenda
- Informer Discovery session lasting no longer than one (1) Business Day

For more information on the OnCall Dispatch | Informer interface, see Attachment H - Interface Descriptions.

Task Prerequisites

- Completed COTS Interface Questionnaire for OnCall Dispatch | Informer provided to Hexagon during the COTS Interface Review Period.
- OnCall Dispatch GIS Consulting Task is complete.

Task Assumptions

- Hexagon responsibilities for this Task are to be executed remotely.
- Appropriate facilities have been identified to support the number of attendees (if co-located), including an LCD projector and a projection screen.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Conduct the Informer Discovery session lasting no longer than one (1) Business Day; and
- Document the results of the discussion and provide session notes to the Customer.

Customer Team Participation and Responsibilities

Customer shall:

- Provide a facility according to the requirements provided in Task Assumptions;
- Ensure appropriate members of the Dispatch Core Team and Records Core Team attend the Informer Discovery session; and
- Participate in discussions and engage with the Hexagon team member.

Task Acceptance Criteria

This Task is complete when the Informer Discovery session notes have been provided to the Customer.

13. OnCall Records State NIBRS Validation Installation

Task Description

During this Task, Hexagon resources will remotely upgrade the NIBRS validation changes to reflect state validations.

Task Deliverables

- Hexagon installation of the state-specific NIBRS validations

Task Prerequisites

- Virtual Server and OnCall Software Staging Task is complete.
- Hexagon has completed any state-mandated changes on validations to core Federal IBRS product.

Task Assumptions

- Hexagon responsibilities for this Task will be executed remotely.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Install and test State NIBRS validations; and
- Support Customer testing and provide resolution of Blocker Defects.

Customer Team Participation and Responsibilities

Customer shall:

- Conduct testing and report any Blocker Defects back to each parties' representative via Hexagon's Customer Resource Management (CRM) issue tracking system within ten (10) Business Days of receiving notification from Hexagon that the software is ready for testing.

Task Acceptance Criteria

This Task is complete when the current version of State NIBRS has been installed.

14. OnCall Records Address Server Mapping Configuration

Task Description

During this Task, Hexagon will install and configure the OnCall Records Address Server components for OnCall Records. Following the configuration, Hexagon will conduct the Address Server Mapping Review ("Address Server Review") over the course of one (1) Business Day.

OnCall Records utilizes the native Esri GIS data files processed by the OnCall Records Address Server for geo-validation, standardization, and reverse geo-coding. The OnCall Records Address Server supports street centerline files, commonplace data, and address point information for geo-verification. OnCall Records does not directly synchronize with the maps used within the Customer's CAD solution because additional Location attributes and information may be obtained and captured within OnCall Records for a valid location (e.g., District, Post, Beat, Neighborhood, Community, Quadrants, etc.). The Address Server provides the ability to reverse geo-code a valid location to retrieve these additional data elements.

The Address Server Review is intended to cover the mapping attributes needed for OnCall Records, where the information will be pulled from, and necessary map layers and geocode conversions. The Customer shall ensure appropriate GIS personnel attend the Address Server Review. As may be requested during and outside of the Address Server Review, Customer shall provide assistance to Hexagon in the configuration of the Address Server within the Customer's environment.

Task Deliverables

- COTS OnCall Records Address Server configuration
- Address Server Review
- Address Server Review agenda

Task Prerequisites

- OnCall Records Business Process Analysis (BPA) Workshop Task is complete
- Virtual Server and OnCall Software Staging Task is complete
- Customer has provided poly/shape files to Hexagon

Task Assumptions

- Hexagon responsibilities for this Task will be executed remotely.
- This Address Server Review provides for a maximum attendance of ten (10) Core Team Members.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Conduct the Address Server Review;
- Configure and test the OnCall Records Address Server component; and
- Validate the COTS Address Server Configuration.

Customer Team Participation and Responsibilities

Customer shall:

- Ensure necessary GIS personnel (and others as needed) attend the Address Server Review;
- Identify and set up appropriate facilities for the Address Server Review; and

- Assist Hexagon with the Address Server configuration preparation.

Task Acceptance Criteria

This task is complete when the OnCall Records Address Server has been configured and the Address Server Review has been conducted.

15. OnCall Dispatch System Build 1

Task Description

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

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

During System Build 1, the focus will be on the entry and import of Build 1 Data Elements (as defined below). System Build 1 will last no longer than three (3) Business Days. As part System Build 1, the Customer will be instructed in the use of OnCall Dispatch Administrator to facilitate the manual entry of static data elements. This instruction is critical to provide an understanding of the process of creating and managing static data and the relationships between static data elements. Some manual entry of all static data elements is required as part of the workshop. Bulk import of remaining data can occur after sufficient understanding of the data elements and relationships is obtained.

Following System Build 1, OnCall Dispatch will have foundational data elements to support future build activities.

Task Deliverables

- OnCall Dispatch System Build 1 workshop
- OnCall Dispatch System Build 1 workshop agenda

Task Prerequisites

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

Task Assumptions

- Hexagon responsibilities will be executed on site at a Facility.
- System Build 1 is conducted using the Customer's OnCall Dispatch environment.
- System Build 1 will last no more than three (3) Business Days.
- Customer participation in System Build 1 is limited to no more than twelve (12) Core Team attendees.

Hexagon Team Participation and Responsibilities

Hexagon shall:

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

Customer Participation and Responsibilities

Customer shall:

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

Task Acceptance Criteria

This Task is complete upon conclusion of System Build 1 and Hexagon has provided the System Build Data Collection Sheet.

16. OnCall Dispatch Deployment & Response Planning Workshop

Task Description

This workshop, "Deployment and Response Planning Workshop," builds upon System Build 1 to begin the process of creating the deployment and response planning components of OnCall Dispatch. The Deployment and Response Planning Workshop is intended to facilitate importation with deployment data necessary to successfully execute the OnCall Dispatch System Build 2 and the subsequent OnCall Dispatch configuration workshops.

As part of the Deployment and Response Planning Workshop, Customer will be taught about the OnCall Dispatch deployment model which details how OnCall Dispatch determines responding agencies for events. Customer will also be taught about the OnCall Dispatch unit recommendation model, how to build response plans, and briefed on the parameters which control how OnCall Dispatch processes response plans. The Deployment and Response Planning Workshop shall last no longer than three (3) Business Days. At the outset of Deployment and Response Planning Workshop, the Customer must have obtained and have necessary information and documents to facilitate eventual creation of the Deployment Plans, and Response Plans (as defined below). The Deployment and Response Planning Workshop is intended to provide the Customer experience on how to build Deployment Plans and Response Plans; it is not expected or intended that all such Deployment Plans and Response Plans will be completed during the Deployment and Response Planning Workshop. The Customer will be expected to complete the build of any necessary Deployment Plans and Response Plans within ten (10) Business Days prior to the commencement of System Build 2.

Task Deliverables

- OnCall Dispatch Deployment & Response Planning Workshop
- OnCall Dispatch Deployment & Response Planning Workshop agenda

Task Prerequisites

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

Task Assumptions

- Hexagon responsibilities will be executed on site at a Facility.
- Workshop is conducted using the Customer's OnCall environment.
- Deployment and Response Planning Workshop shall last no longer than (3) Business Days.
- Customer participation in the Deployment and Response Planning Workshop is limited to no more than twelve (12) Core Team attendees.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Provide formal instruction on the OnCall Dispatch deployment model ("Deployment Plans"):
  - Deployment plans
  - Emergency Service Zones
  - Beats & Backup Beats
  - Dispatch Groups

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

Customer Participation and Responsibilities

Customer shall:

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

Task Acceptance Criteria

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

17. OnCall Dispatch System Build 2

Task Description

This OnCall Dispatch System Build 2 Workshop ("System Build 2") finalizes Hexagon-led system build activities and completes the enablement of the Dispatch and Mobile Core Teams to continue build related activities for the remainder of the project. The same Dispatch and Mobile Core Team members who participated in System Build 1 and the Deployment and Response Planning Workshop shall attend System Build 2 to ensure continuity of decisions and facilitating continuing to build upon previous workshops.

Additionally, System Build 2 focuses on reviewing data entered into the Subsystem for level of completion and analyzing whether data was entered/imported correctly. New topics to be covered as part of System Build 2 are contact directory, message groups, message templates, lineups, ORIs, special addresses, and common place names. System Build 2 shall last no longer than three (3) Business Days. While certain updates or modifications to the static data may occur during the Configuration Phase, the Customer shall upload all of its static data within ten (10) Business Days following System Build 2.

Task Deliverables

- OnCall Dispatch System Build 2 Workshop
- OnCall Dispatch System Build 2 Workshop agenda

Task Prerequisites

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

Task Assumptions

- Hexagon responsibilities will be executed on site at a Facility.
- Workshop is conducted using the Customer's OnCall environment.
- System Build 2 will last no more than three (3) Business Days.
- Customer participation in System Build 2 is limited to no more than twelve (12) Core Team attendees.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Load deployment polygons into the OnCall Dispatch database;
- Provide support to Customer teams while continuing the system build efforts;
- Review with the Customer teams the data entered to date for accuracy and level of completion; and
- Provide feedback on the build progress and areas that need focus or attention.

Customer Participation and Responsibilities

Customer shall:

- Provide a Facility;
- Provide a Project Workstation for each attendee;
- Ensure past participants in System Build 1 and Deployment and Response Workshop attend System Build 2 for the entire duration;

- Provide at the outset of System Build 2 all necessary information and documents to: facilitate review of Build 1 Data Elements, Response Planning Parameters, Deployment Parameters, and new elements stated above;
- Participate in discussions and engage with the Hexagon team member; and
- Complete any outstanding entry or import of static data within ten (10) Business Days following the end of System Build 2.

Task Acceptance Criteria

This Task is complete upon conclusion of System Build 2.

Configuration Phase

18. OnCall Dispatch Fundamentals for Core Team

Task Description

The OnCall Dispatch Fundamentals for Core Team course is presented directly to Dispatch and Mobile Core Team personnel to provide complete instruction on the use of the OnCall Dispatch and Mobile Unit applications. The course shall last no longer than four (4) Business Days. This course is intended to instruct the Dispatch and Mobile Core Teams with the features of OnCall Dispatch and Mobile Unit, including event processing and dispatching, map utilization, and inquiries. The following major topics will be reviewed, as applicable:

HxGN OnCall Dispatch | Advantage functions:

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

- HxGN OnCall Dispatch | Mobile Unit functions:
  - Accessing the system
  - Event Updates
  - Unit Status Changes
  - Messaging

Task Deliverables

- OnCall Dispatch Fundamentals for Core Team agenda
- OnCall Dispatch Fundamentals for Core Team course

Task Prerequisites

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

Task Assumptions

- Hexagon responsibilities will be executed on site at a Facility.
- The course shall last no longer than four (4) Business Days.
- Customer participation in OnCall Dispatch Fundamentals for Core Team is limited to no more than twelve (12) Core Team attendees.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Conduct OnCall Dispatch Fundamentals for Core Team course.

Customer Team Participation and Responsibilities

Customer shall:

- Provide a Facility;
- Provide a Project Workstation for each attendee;

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

Task Acceptance Criteria

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

19. COTS Interface Product Installation and Configuration

Task Description

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

Although the Customer is expected to participate in Hexagon's internal testing of the COTS Interfaces, the Customer will formally test interface functionality during Functional Testing Task.

Task Deliverables

- Installation and configuration of the COTS Interfaces which are listed in the COTS Interface Questionnaire Completion Task above.

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

Task Prerequisites

- Operation or availability of all external systems or Third-Party Software.
- Completed COTS Interface Questionnaires provided to Hexagon during the COTS Interface Review Period.
- OnCall Dispatch | Informer Discovery Task is complete.
- Virtual Server and OnCall Software Staging Task is complete.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Install COTS Interfaces in the Customer's Production and Disaster Recovery Environments; and
- Unit test interfaces in accordance with the COTS Interface Questionnaires.

Customer Team Participation and Responsibilities

Customer shall:

- Ensure SMEs are available to support Hexagon Activities as needed;
- Verify that physical connectivity and communication has been achieved from Customer's Communication/Interface server to remote system servers and all other third-party systems (such as Customer message switch(es), State/NCIC, RMS systems etc.);
- Provide availability and confirm operation of external systems or third-party software;
- Provide the following information to Hexagon:
    - IP address for remote databases/systems
    - Socket value for remote databases/systems
    - Enter operator IDs (ORIs), terminal mnemonics, etc., as needed by remote databases/systems

- Ensure the system and network administrators are available to work closely with the Hexagon team for the duration of the Task; and
- Ensure third-party cooperation with Hexagon's reasonable requests.

Task Acceptance Criteria

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

20. CommSys ConnectCIC Installation

Task Description

During this Task, Hexagon will utilize the CommSys ConnectCIC State Interface middleware product to interface with the state message switch for the following state and national transactions. The CommSys ConnectCIC middleware product will work with the Customer's Informer interface to support the transactions listed in the OnCall Dispatch | Informer interface description provided in Attachment H below.

HxGN OnCall Dispatch | Informer Interface will support the queries to NCIC (via CommSys ConnectCIC) from Dispatch and Mobile Unit.

Task Deliverables

- CommSys ConnectCIC setup and installation

Task Prerequisites

- COTS Interface Product Installation and Configuration Task is complete.

Task Assumptions

- Primary agency shall be the Customer.
- The supported transactions include basic queries.
- This Project does not include the development of any new forms, queries, or transactions for Informer unless specifically identified herein.
- First year maintenance for CommSys ConnectCIC shall begin upon Cutover.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Ensure CommSys has installed ConnectCIC State Interface middleware; and
- Work with CommSys to verify the ConnectCIC State Interface middleware product is set up and installed for the Customer agencies listed above.

Customer Team Participation and Responsibilities

Customer shall:

- Ensure that documentation detailing the format, development\design, and connection information (IP, protocol, credentials, etc.) is current and provided to Hexagon either by the State or by Customer. If this information is not provided by the State, Customer is responsible for collecting and determining if this information is valid and providing it to Hexagon. If the documentation is not provided to Hexagon, additional services\charges may be incurred by Customer;
- Have CJIS-related security in place as it relates to Informer data, transactions, and responses;
- Provide points of contact who are knowledgeable of the workflow and data requirements for Customer hardware and software components with which Hexagon deliverables will interface;
- Provide test connections to State/NCIC, as well as other external systems required for the Project;
- Provide live connections to State/NCIC, as well as other external systems required for the Project;
- Enter associated ORI, user credentials (if applicable), and terminal mnemonics;

- Provide test records to ensure that the transactions received by the System in a test environment are in the same format and contain the same information as those received in a Production environment; and
- Test and report any Defects to Hexagon within ten (10) Business Days of installation of ConnectCIC in Customer's environment.

Task Acceptance Criteria

This Task is complete upon installation of the CommSys ConnectCIC product.

21. OnCall Dispatch Configuration Consulting 1

Task Description

The primary purpose of OnCall Dispatch Configuration Consulting is to teach the Customer how to use the features of OnCall Dispatch Administrator related to configuration. This includes the User Interface Editor, the Layout Manager, and Configuration Parameters. The Customer is solely responsible for completing all desired configurations of OnCall Dispatch and OnCall Mobile Unit necessary to achieve the Customer's desired outcomes. Hexagon provides direct support in a time-boxed method as described in this task.

During this Task, Hexagon will conduct the "Configuration 1 Workshop," which will last no longer than three (3) Business Days. Hexagon will provide support for the Customer's configuration activities for up to three (3) Business Days following the Configuration 1 Workshop ("Configuration 1 Period"). During the Configuration 1 Workshop, Hexagon and Customer will work collaboratively with one another to configure the Basic Settings, Viewing Settings, Call Taking Process Settings, Event Creation Settings, and UI Layouts (as defined below) with Hexagon providing instruction and guidance and the Customer executing the desired configuration changes.

Up to the end of the Configuration 1 Period, Hexagon will support the Customer's effort to configure the Configuration 1 Settings (as defined below) and subject to the Benchmark Criteria. After the Configuration 1 Period has expired, the Customer will be responsible for working independently on making any configuration changes to the Configuration 1 Settings that were not otherwise completed during the Configuration 1 Period or that Customer seeks to further configure. Scope of the configuration is limited to the capabilities described in the Benchmark Criteria. Not all requested product configuration may be possible.

Task Deliverables

- OnCall Dispatch Configuration 1 Workshop
- OnCall Dispatch Configuration 1 Workshop agenda

Task Prerequisites

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

Task Assumptions

- Hexagon responsibilities will be executed on site at a Facility.
- The Configuration 1 Workshop will last no longer than three (3) Business Days.
- The Configuration 1 Workshop will be interactive with up to twelve (12) Customer attendees for up to seven (7) Business Hours per day.
- Customer Dispatch Core Teams will record the list of requested configurations from each day, placing them in order of priority to be completed.
- Requested configurations to the Configuration 1 Settings not completed by the end of the Configuration 1 Period can be independently completed by the Customer, if so desired, which must be done prior to Configuration 2 Workshop.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Provide consulting and configuration services to review (collectively, "Configuration 1 Settings"):
  - Customer's preferences for basic settings, including but not limited to (collectively, "Basic Settings"):
    - Colors for unit statuses
    - Colors for event priorities
    - Icons for event types on the map and event cards/boards
    - Icons for unit types
  - Customer's needs for viewing event and unit related data in real-time lists (status monitors) (collectively, "Viewing Settings"):
    - Filters
    - Visible columns
    - Context (right-click) menus
  - Customer's emergency and non-emergency call-taking processes, including but not limited to (collectively, "Call Taking Process Settings"):
    - Location validation
    - Event-type selection
    - Jurisdiction determination
  - Customer's event creation processes, including but not limited to (collectively, "Event Creation Settings"):
    - Single Agency Response
    - Multiple Agency Response
    - Nearby or possible duplicate detection
  - User Interface Layouts ("UI Layouts")

Customer Participation and Responsibilities

Customer shall:

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

Task Acceptance Criteria

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

22. OnCall Dispatch Configuration Consulting 2

Task Description

The primary purpose of OnCall Dispatch Configuration Consulting is to teach the Customer how to use the features of OnCall Dispatch Administrator related to configuration. This includes the User Interface Editor, the Layout Manager, and Configuration Parameters. The Customer is solely responsible for completing all desired configurations of OnCall Dispatch and OnCall Mobile Unit necessary to achieve the Customer's desired outcomes. Hexagon provides direct support in a time-boxed method as described in this Task.

During this Task, Hexagon will conduct the "Configuration 2 Workshop", which will last no longer than three (3) Business Days. Hexagon will provide support for the Customer's configuration activities for up to three Business Days following the Configuration 2 Workshop ("Configuration 2 Period"). During the Configuration 2 Workshop, Hexagon and Customer will work collaboratively with one another to configure the Configuration 2 Settings (as defined below) with Hexagon providing instruction and guidance and the Customer executing the desired configuration changes.

Up to the end of the Configuration 2 Period, Hexagon will support the Customer's effort to configure the Configuration 2 Settings (as defined below) and subject to the Benchmark Criteria. After the Configuration 2 Period has expired, the Customer will be responsible for working independently on making any configuration changes to the Configuration 2 Settings that were not otherwise completed during the Configuration 2 Period or that Customer seeks to further configure. Scope of the configuration is limited to the capabilities described in the Benchmark Criteria. Not all requested product configuration may be possible.

Task Deliverables

- OnCall Dispatch Configuration 2 Workshop agenda
- OnCall Dispatch Configuration 2 Workshop

Task Prerequisites

- Configuration 1 Workshop and Configuration 1 Period are complete, and Customer has completed any and all additional configurations to the Configuration 1 Settings.
- Connection established to Customer's state crime system.

Task Assumptions

- Hexagon responsibilities will be executed on site at a Facility.
- Configuration 2 Workshop will last no more than three (3) Business Days.
- The Configuration 2 Workshop will be interactive with up to twelve (12) Customer attendees for up to seven (7) Business Hours per day.
- Customer Dispatch Core Team will record the list of requested configurations from each day, placing them in order of priority to be completed.
- Requested configurations to the Configuration 2 Settings not completed by the end of the Configuration 2 Period can be completed by the Customer, if so desired, which must be done prior to Configuration 3 Workshop.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Provide consulting and configuration services to review the settings below (collectively, "Configuration 2 Settings"):

- Customer's event triage and dispatching processes
- Customer's event management processes, including but not limited to:
  - Unit recommendation & assignment
  - Unit on event management
  - Unit location changes
  - Staging areas
  - Case numbers
  - Remote inquiries
  - Queued events
  - Rotational services (e.g., Tow trucks, lock smiths, etc.)
- Call back process
- Known callers
- Unit relocation (a.k.a. Move Ups)
- Shared Crews (a.k.a. Cross-staffing)
- Field Events (a.k.a. Officer Initiated Events)
- Associated Events
- Copied Events

Customer Participation and Responsibilities

Customer shall:

- Provide a Facility;
- Provide a Project Workstation for each attendee;
- Ensure the attendance and active participation of the Dispatch Core Team members and other SMEs for the duration of the Configuration 2 Workshop;
- Participate in discussions and engage with the Hexagon team member;
- Track and prioritize requests for configuration of the Configuration 2 Settings on a daily basis during the Configuration 2 Workshop; and
- Complete any configurations changes to the Configuration 2 Settings prior to the commencement of Configuration 3 Workshop.

Task Acceptance Criteria

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

23. OnCall Dispatch Configuration Consulting 3

Task Description

The primary purpose of OnCall Dispatch Configuration Consulting is to teach the Customer how to use the features of OnCall Dispatch Administrator related to configuration. This includes the User Interface Editor, the Layout Manager, and Configuration Parameters. The Customer is solely responsible for completing all desired configurations of OnCall Dispatch and OnCall Mobile Unit necessary to achieve the Customer's desired outcomes. Hexagon provides direct support in a time-boxed method as described in this task.

During this Task, Hexagon will conduct the "Configuration 3 Workshop", which will last no longer than three (3) Business Days. Hexagon will provide support for the Customer's configuration activities for up to three Business Days following the Configuration 3 Workshop ("Configuration 3 Period"). During the Configuration 3 Workshop, Hexagon and Customer will work collaboratively with one another to configure the Configuration 3 Settings (as defined below) with Hexagon providing instruction and guidance and the Customer executing the desired configuration changes.

Up to the end of the Configuration 3 Period, Hexagon will support the Customer's effort to configure the Configuration 3 Settings (as defined below) and subject to the Benchmark Criteria. After the Configuration 3 Period has expired, the Customer will be responsible for working independently on making any configuration changes to the Configuration 3 Settings that were not otherwise completed during the Configuration 3 Period or that Customer seeks to further configure. Scope of the configuration is limited to the capabilities described in the Benchmark Criteria. Not all requested product configuration may be possible. The Customer shall complete any desired configurations prior to the commencement of Customer Functional Testing Task.

Task Deliverables

- OnCall Dispatch Configuration 3 Workshop
- OnCall Dispatch Configuration 3 Workshop agenda

Task Prerequisites

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

Task Assumptions

- Hexagon responsibilities will be executed on site at a Facility.
- The Configuration 3 Workshop will last no more than three (3) Business Days.
- The Configuration 3 Workshop will be interactive with up to twelve (12) Customer attendees for up to seven (7) hours per day.
- Dispatch Core Team will record the list of requested configurations from each day, placing them in order of priority to be completed.
- Requested configurations not completed upon consumption of all allocated labor hours can be completed by the Customer, if so desired, which must be done prior to the commencement of Customer Functional Testing.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Provide consulting and configuration services ("Configuration 3 Settings") to review:
    - Biased based profiling data collection

- Notifications
- Standard Operating Procedures (SOPs)
- Event Tags
- Special Situations
- Event Security
- Unit Management
  - Logging on
  - Logging off
  - Unit properties
  - Logon Group (Lineup)
- CAD Searches
  - Event search
  - Unit history search
  - Equipment Search
- Broadcasts (a.k.a. BOLOs)

Customer Participation and Responsibilities

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

Task Acceptance Criteria

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

24. OnCall Dispatch Workflow Review Workshop

Task Description

The primary purpose of the OnCall Workflow Workshop is to review site configuration and layouts to ensure that workflows can be executed in the OnCall Dispatch environment prior to functional testing. Hexagon will collaborate with the site's Core Team to resolve any configuration or service issues that may be blocking workflow execution.

During the workshop, Hexagon will guide the Core Team through basic workflow scenarios to confirm that end-to-end processes function correctly, response plans are properly configured, and the site is ready for functional testing.

This workshop will be conducted over a period of no more than three (3) business days. Hexagon will support the Customer's configuration efforts during the workshop and provide additional assistance for any hours identified post-workshop.

While the Customer is responsible for final configuration and response plans, Hexagon will assist with necessary adjustments to enable successful workflow execution. As with other configuration workshops, the scope is limited to the capabilities outlined in the Benchmark Criteria. Some requested configurations may fall outside product capabilities and may not be feasible.

Task Deliverables

- OnCall Dispatch Workflow Review Workshop
- OnCall Dispatch Workflow Review Workshop agenda

Task Prerequisites

- Configuration 3 Workshop and Configuration 3 Period have been completed, and Customer has completed any additional configurations to the Configuration 3 Settings.

Task Assumptions

- Hexagon responsibilities will be executed on site at a Facility.
- The Workflow Review Workshop will last no more than three (3) Business Days.
- The Workflow Review Workshop will be interactive with up to twelve (12) Customer attendees for up to six (6) hours per day.
- An additional two (2) hours per day will be utilized for the trainer and implementer to make configuration changes and updates revealed during the workshop hours.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Send at least one (1) Trainer or System Consultant and one (1) Technical Implementer familiar with the project;
- Prior to arriving on site, the Hexagon team will review the site configuration and any pending service tickets for an understanding of workflow concerns;
- The Hexagon team will also review any workflow scenarios provided by the customer;
- Once on site, the Hexagon team will review configuration and customer layouts with the customer to discover if any configuration is impeding workflow and make note of those concerns;
- The Hexagon team will also review any service requests that are causing workflow issues with the customer and make note of those concerns;

- Once configuration concerns have been resolved, Hexagon and the Core Team will run through workflow scenarios to ensure that each scenario can be completed from start to finish;
- The Hexagon team will make note of any areas where workflow is impeded;
- Each day, the Hexagon team will address any configuration issues that can be solved during the time on site and review the changes the next day with the Core Team; and
- The Hexagon team will track any changes made in the customer's system and report those changes to the Project Manager and Tech Lead for the project.

Customer Participation and Responsibilities

- Provide a Facility;
- Provide a Project Workstation for each attendee;
- Review any workflow concerns prior to the workshop;
- Ensure the attendance and active participation of the Dispatch Core Team members and other SMEs for the duration of the Workflow Review Workshop;
- Participate in discussions and engage with the Hexagon team members;
- Track and prioritize requests for configuration changes discovered during the OnCall Workflow Workshop;
- Assist with configuration changes where appropriate and beneficial in the learning process; and
- Complete any configurations changes prior to the commencement of Customer Functional Testing.

Task Acceptance Criteria

This Task is complete upon the conclusion of the Workflow Review Workshop.

25. OnCall Dispatch | Customer Rules Engine Configuration Workshop

Task Description

The objective of this Task is to familiarize the Customer with configurability of the OnCall Dispatch | Customer Rules Engine (CRE), an add-on component to the HxGN OnCall Dispatch product suite. CRE allows customized business rules to be created using a drag-and-drop editor. The customized business rules can be used to implement workflows that are specific to a particular customer and therefore not available out-of-the-box in the core HxGN OnCall Dispatch product suite.

The Customer is responsible for configuring CRE. Hexagon will provide specific consulting sessions as part of the Project, but the Customer Core Team's understanding of configuration will correspondingly allow the Customer to use CRE to create custom workflows. Hexagon will also provide an example of how to implement a CRE-based configuration in the Customer's Environment.

Hexagon will conduct a workshop ("CRE Workshop") to familiarize the Customer with CRE, provide an example of a CRE configuration, and, if time permits, begin working on implementing CRE-based configurations. The CRE Workshop shall last no more than three (3) Business Days. Any CRE-based configuration not completed at the end of the CRE Workshop shall be the responsibility of Customer. The Customer shall complete configuration of CRE within ten (10) Business Days after the CRE Workshop (the "CRE Configuration Period"). If the Customer has questions as it configures CRE, it may contact Hexagon to address the question.

Task Deliverables

- CRE Workshop

Task Prerequisites

- OnCall Dispatch Configuration Consulting 3 Task is complete.

Task Assumptions

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

Hexagon Team Participation and Responsibilities

Hexagon shall:

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

Customer Team Participation and Responsibilities

Customer shall:

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

Task Acceptance Criteria

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

26. OnCall Dispatch | Mobile Unit Configuration Consulting Session – Law

Task Description

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

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

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

Following the Mobile Unit Law Configuration Session, the Customer will configure Mobile Unit during the next ten (10) Business Days ("Mobile Unit Law Configuration Period"). Hexagon will provide remote support for the Customer's Mobile Unit Law configuration efforts ("Mobile Unit Law Configuration Consultation") up to a maximum of thirty (30) Business Hours.

The Customer is responsible for configuring the Mobile Unit subsystem. Upon completion of this Task, the Customer will have one (1) mobile configuration of Mobile Unit for testing.

Task Deliverables

- OnCall Dispatch | Mobile Unit Law Configuration Session
- OnCall Dispatch | Mobile Unit Law Configuration Consultation
- OnCall Dispatch | Mobile Unit Law agenda

Task Prerequisites

- OnCall Dispatch Configuration Consulting 3 Task is complete.

- A connectivity test must be successfully conducted between the Customer's IT team (using a Customer-provided Mobile Unit device) and Hexagon support prior to the Mobile Unit Law Configuration Session.

Task Assumptions

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

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Conduct one (1) instance of Mobile Unit Law Configuration Session and the Mobile Unit Law Configuration Consultation.

Customer Team Participation and Responsibilities

Customer shall:

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

Task Acceptance Criteria

The Task is complete when Hexagon has conducted the Mobile Unit Law Configuration Session and the Mobile Unit Law Configuration Consultation.

27. OnCall Dispatch | Mobile Responder Configuration – Law

Task Description

Hexagon will conduct one (1) on-site session to consult on the configuration options outlined in the OnCall Mobile Configuration Options form lasting no more than one (1) Business Day as part of the Project. Hexagon will work with the Customer to complete this form during this session.

After completing the overview of the configuration options, Hexagon will configure OnCall Mobile based on the completed OnCall Mobile Configuration Options form. Hexagon will provide up to one (1) Business Day of configuration time and deliver the completed configuration changes for OnCall Mobile for Law.

Task Deliverables

- One (1) OnCall Dispatch | Mobile Responder Law Configuration
- OnCall Dispatch | Mobile Responder Law Configuration agenda

Task Prerequisites

- COTS Interface Product Installation and Configuration Task is complete.

Task Assumptions

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

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Conduct one (1) remote session of OnCall Dispatch | Mobile Responder Configuration for Law review lasting no more than one (1) Business Day; and
- Configure Mobile Responder based on the corresponding OnCall Mobile Configuration Options.

Customer Team Participation and Responsibilities

Customer shall:

- Provide a Facility;
- Provide an Android or iOS smartphone or tablet device for each attendee;
- Provide mobile SME to Hexagon as needed; and
- Provide a Dispatcher SME to give feedback on how OnCall Dispatch | Mobile Responder will affect dispatchers and assist with various dispatching tasks.

Task Acceptance Criteria

The Task is complete when Hexagon has delivered the configured OnCall Dispatch | Mobile Responder for Law based on the corresponding OnCall Mobile Configuration Options form.

28. OnCall Records Fundamentals for Core Team

Task Description

The purpose of this Task is to provide participants from the Records Core Team base level knowledge of the Subsystem to allow the attendees to properly configure the Subsystem. During this Task, Hexagon will conduct one (1) OnCall Records Fundamentals class for system administrators and Users who are part of the Records Core Team ("Core Team Training"). The Core Team Training shall last no more than four (4) Business Days. The Core Team Training will include the following topics for the COTS version of OnCall Records:

Core Team Training

- OnCall Records Solution overview and global features
- Modules overview
- Overview of configuration options
- Overview of NIBRS validations and reporting
- Overview of output reporting and customizations
- Discussion on best practices to follow during configuration workshops
- Adaptation of business processes into OnCall Records and planning for upcoming workshops

The personnel attending Core Team Training shall have completed MS Windows training or have comparable education, training, and experience with MS Windows and its user interface. The personnel designated by the Customer to attend this training shall be the primary participants in Functional Testing for OnCall Records.

Task Deliverables

- Records Core Team Training session
- OnCall Records Fundamentals for Core Team agenda

Task Prerequisites

- Business Process Analysis Workshop Task is complete.
- Business Process Analysis Report has been completed by Hexagon.
- Virtual Server and OnCall Software Staging Task is complete.
- OnCall Records NIBRS Validation Installation Task is complete.
- Completion of an introductory Microsoft Windows course or equivalent knowledge and familiarity with the Microsoft Windows user interface.

Task Assumptions

- Hexagon responsibilities will be executed on site at a Facility.
- The training course shall last no longer than four (4) Business Days.
- Customer participation in OnCall Records Fundamentals for Core Team is limited to no more than twelve (12) Core Team attendees.
- Session is a formal training presentation based on the COTS version of OnCall Records.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Provide OnCall Records training for the Records Core Team Members on the installed COTS OnCall Records Software.

Customer Team Participation and Responsibilities

Customer shall:

- Provide a Facility;
- Provide a Project Workstation for each attendee;
- Designate the Records Core Team for attendance and ensure those same participants participate in subsequent Records configuration and testing Tasks;
- Ensure that attendees have attended an introductory MS Windows course, or have comparable education, training, or experience, are available to actively participate in the scheduled training program and attendees attend scheduled training class in their entirety;
- Ensure that all training workstations and servers are operational prior to the agreed start of training classes; and
- Provide internal training to users that are unable to attend the Hexagon-provided training.

Task Acceptance Criteria

This Task is complete when the OnCall Records Fundamentals for Core Team training has been provided.

29. OnCall Records System Configuration Workshop 1

Task Description

During this Task, Hexagon will provide the first System Configuration Workshop ("Configuration Workshop 1"). This Task includes a System/training review for the setups that will be covered. This will provide the Customer Records Core Team assistance as they configure and setup the OnCall Records system. Customer will be responsible for the overall configuration of the OnCall Records Subsystem. This is a hands-on workshop, and Customer's staff will have ongoing configuration and other assignments resulting from this Task. The Configuration Workshop 1 shall last no more than four (4) Business Days. Following completion of the Configuration Workshop 1, Customer will complete its setup of the assigned configuration topics below prior to the scheduled System Configuration Workshop 2 ("Configuration 1 Period").

Configuration Workshop 1 Topics

- OnCall Records Regional Configuration Overview
- OnCall Records Agency Configuration Overview
- Access configuration for Groups and Users
- Code Maintenance & Administration Overview
- Address Server – Overview
- Adaptation of Business Processes into OnCall Records

Task Deliverables

- OnCall Records Configuration Workshop 1 agenda
- Configuration Workshop 1 for the Customer OnCall Records Core Team
- Hexagon shall provide Customer with a checklist similar to what is provided in Attachment S.
- Customized documentation on expectations for completion before Configuration Workshop 2.

Task Prerequisites

- OnCall Records Fundamentals for Core Team Task is complete.
- Custom Interface Requirements Gathering Task is complete.

Task Assumptions

- Hexagon responsibilities will be executed on site at a Facility.
- The Configuration Workshop 1 shall last no more than four (4) Business Days of the given week.
- The workshop provides for a maximum of twelve (12) Core Team Members.
- This workshop is a formal presentation based on the COTS version of OnCall Records.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Provide OnCall Records Configuration Workshop 1.

Customer Team Participation and Responsibilities

Customer shall:

- Provide a Facility;

- Provide a Project Workstation for each attendee;
- Ensure, at minimum, the same Records Core Team members who attended OnCall Records Fundamentals for Core Team attend Configuration Workshop 1;
- Ensure that appropriate personnel and system administrator are available to actively participate in the scheduled training program and attendees attend scheduled training class in their entirety;
- Ensure that all workshop workstations and servers are operational prior to the agreed start of training classes; and
- As it pertains to the topics listed for Configuration Workshop 1 above, configure OnCall Records based upon the information provided in OnCall Records System Configuration Workshop 1 during the Configuration 1 Period.

Task Acceptance Criteria

This Task is complete when Hexagon has delivered the Configuration Workshop 1.

30. OnCall Records System Configuration Workshop 1 Follow-up Session

Task Description

Hexagon will provide a Configuration Workshop 1 Follow-up after completion of the Configuration Workshop 1, and it is intended to held two (2) weeks following Configuration Workshop 1. This discussion will be provided to offer assistance and answer questions that may arise after the Configuration Workshop 1 and after the Customer has started configuring OnCall Records, so the Customer's Records Core Team can continue to complete their system setup. This Task occurs during the Configuration 1 Period.

Task Deliverables

- Configuration Workshop 1 Follow-up Session
- Configuration Workshop 1 Follow-up Session agenda

Task Prerequisites

- OnCall Records System Configuration Workshop 1 Task is complete.
- Customer has commenced configuring OnCall Records reflective of the information provided in OnCall Records System Configuration Workshop 1.

Task Assumptions

- Hexagon responsibilities for this Task will be executed remotely.
- The sessions is intended to be scheduled the two (2) weeks following Configuration Workshop 1 as appropriate.
- The session is provided for a maximum of twelve (12) Team Members with a maximum of one (1) student per Project Workstation, unless otherwise agreed to by Hexagon;
- This session is a formal presentation based on the version of OnCall Records covered in the Configuration Workshop 1.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Provide OnCall Records Configuration Workshop 1 Follow-up for the Core Team Members.

Customer Team Participation and Responsibilities

Customer shall:

- Provide a Project Workstation for each attendee;
- Designate the Customer OnCall Records Core Team members for attendance, which at minimum, shall include the Records Core Team members who attended the Configuration Workshop 1;
- Provide the facilities, supplies, and equipment necessary to support a session conference call. A single room with a projector or LCD screen is recommended; and
- Ensure that appropriate personnel and system administrator are available to actively participate in the scheduled conference and attendees attend in their entirety.

Task Acceptance Criteria

This Task is complete when Hexagon has completed the Configuration Workshop 1 Follow-up Session.

31. OnCall Records COTS Reports Review

Task Description

This Task is a Hexagon-led class on how to create and edit SSRS reports within the OnCall Records System (the "Records Reports Review"). As part of the Records Reports Review, new report creation will be shown and discussed to allow for adaptation of existing SSRS report knowledge to the new system. The Records Reports Review shall last no longer than two (2) Business Days. For clarity, the Records Reports Review is not intended to provide instruction on how to load and edit reports within OnCall Records or SSRS report training, which the participants should already know prior to their attendance.

Task Deliverables

- OnCall Records COTS Reports Review Session
- OnCall Records COTS Reports Review agenda

Task Prerequisites

- OnCall Records System Configuration Workshop 1 Task is complete.

Task Assumptions

- Hexagon responsibilities for this Task will be executed remotely.
- Customer attendees have appropriate education, training, and experience with SQL and SSRS knowledge.
- The Records Reports Review is provided for up to twelve (12) people with a maximum of one (1) student per Project Workstation, unless otherwise agreed to by Hexagon.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Provide the Records Reports Review

Customer Team Participation and Responsibilities

Customer shall:

- Provide a facility according to the requirements provided in Task Assumptions;
- Provide a Project Workstation for each attendee; and
- Ensure appropriate personnel, with the requisite knowledge attend the Records Reports Review.

Task Acceptance Criteria

This Task is complete when the Records Report Review is completed.

32. OnCall Records System Configuration Workshop 2

Task Description

During this Task, Hexagon will provide the second System Configuration Workshop ("Configuration Workshop 2"). This Task includes a System/training review on the topics specified below. The Configuration Workshop 2 will provide instruction to facilitate the Customer continuing to configure OnCall Records. This is a hands-on workshop. Customer's staff will have ongoing configuration and other assignments resulting from this Task. The Configuration Workshop 2 shall last no more than four (4) Business Days. Following completion of the Configuration Workshop 2, Customer will complete its setup of the assigned configuration topics below prior to the scheduled System Configuration Workshop 3 ("Configuration 2 Period").

Configuration Workshop 2 Topics

- Base UI Configuration Adaptations
- Alert and Notification Configuration
- Workflow Approval process
- Continued Adaptation of Business Processes into OnCall Records

Task Deliverables

- OnCall Records Configuration Workshop 2
- OnCall Records Configuration Workshop 2 agenda
- Customized documentation on expectations for completion before the end of the Configuration 2 Period

Task Prerequisites

- OnCall Records System Configuration Workshop 1 Follow-up Session Task is complete.
- Customer has completed configuration activities from OnCall Records Configuration Workshop 1.
- Customer has configured the items identified in Configuration Workshop 1 within OnCall Records.
- The address server will be operational and turned on. Customer will verify that the address verification is working properly.
- Hexagon has installed the Clevest software.

Task Assumptions

- Hexagon responsibilities will be executed on site at a Facility.
- The Configuration Workshop 2 shall last no more than four (4) Business Days.
- The workshop provides for a maximum of twelve (12) Team Members.
- This is a formal workshop presentation based on the COTS version of OnCall Records.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Provide OnCall Records Configuration Workshop 2 in the installed OnCall Records Software.

Customer Team Participation and Responsibilities

Customer shall:

- Provide a Facility;
- Provide a Project Workstation for each attendee;
- Designate the Customer OnCall Records Core Team members for attendance, which shall, at a minimum, include past participants from Configuration Workshop 1;
- Ensure that appropriate personnel and system administrator are available to actively participate in the scheduled training program and attendees attend scheduled training class in their entirety;
- Ensure that all workshop workstations and servers are operational prior to the agreed start of training classes; and
- As it pertains to the topics listed for Configuration Workshop 2 above, configure OnCall Records based upon the information provided in OnCall Records System Configuration Workshop 2 during the Configuration 2 Period.

Task Acceptance Criteria

This Task is complete when Hexagon has delivered the Configuration Workshop 2.

33. OnCall Records System Configuration Workshop 2 Follow-up Session

Task Description

Hexagon will provide a Configuration Workshop 2 Follow-up session after completion of the Configuration Workshop 2 and is intended to be held two (2) weeks following Configuration Workshop 2. This session will be provided to offer assistance and answer questions that may arise from the Configuration Workshop 2 and Customer configuration of OnCall Records based upon the information provided in OnCall Records Configuration Workshop 2, so that the Records Core Team can continue to complete configuration of the Subsystem. This Task occurs during the Configuration 2 Period.

Task Deliverables

- OnCall Records Configuration Workshop 2 agenda
- Configuration Workshop 2 Follow-up Session for the Customer OnCall Records Core Team

Task Prerequisites

- OnCall Records System Configuration Workshop 2 Task is complete.
- Customer has commenced configuring OnCall Records reflective of the information provided in OnCall Records System Configuration Workshop 2.

Task Assumptions

- Hexagon responsibilities for this Task will be executed remotely.
- The session is intended to be scheduled the two (2) weeks following Configuration Workshop 2 as appropriate.
- The session is provided for a maximum of twelve (12) Team Members with a maximum of one (1) student per Project Workstation, unless otherwise agreed to by Hexagon.
- Session is a formal presentation based on the COTS version of OnCall Records covered in the Configuration Workshop 2.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Provide a OnCall Records Configuration Workshop 2 Follow-up session for the Core Team Members.

Customer Team Participation and Responsibilities

Customer shall:

- Provide a facility according to the requirements provided in Task Assumptions;
- Provide a Project Workstation for each attendee;
- Designate the Customer OnCall Records Core Team members for attendance, which at minimum, shall include the Records Core Team members who attended the Configuration Workshop 2; and
- Ensure that appropriate personnel and system administrator are available to actively participate in the scheduled session and attendees attend in their entirety.

Task Acceptance Criteria

This Task is complete when Hexagon has delivered the Configuration Workshop 2 Follow-Up Session.

34. OnCall Records System Configuration Workshop 3

Task Description

During this Task, Hexagon will provide the third System Configuration Workshop ("Configuration Workshop 3"). This Task includes the topics specified below. The Configuration Workshop 3 will provide instruction to facilitate the Customer continuing to configure OnCall Records. This is a hands-on workshop. Customer's staff will have ongoing configuration and other assignments resulting from this Task. The Configuration Workshop 3 shall last no more than four (4) Business Days. Following completion of the Configuration Workshop 3, Customer will complete its setup of the assigned configuration topics below ("Configuration 3 Period") prior to the scheduled MFR System Configuration Workshop.

Configuration Workshop 3 Topics

- Advanced UI Configuration Adaptations
- NIBRS review and configuration Continued Adaptation of Business Processes into OnCall Records
- Planning for Testing and Training

Task Deliverables

- OnCall Records Configuration Workshop 3
- OnCall Records Configuration Workshop 3 agenda
- Customized documentation on expectations for completion before next Workshop session

Task Prerequisites

- OnCall Records System Configuration Workshop 2 Follow-up Session Task is complete.
- Customer has configured the items identified in Configuration Workshop 2 within OnCall Records.
- The Customer has completed all configuration activities arising from OnCall Records System Configuration Workshop 2.

Task Assumptions

- Hexagon responsibilities will be executed on site at a Facility.
- The Configuration Workshop 3 duration shall not exceed four (4) Business Days.
- Configuration Workshop 3 provides for a maximum of twelve (12) Team Members.
- This is a formal workshop presentation based on the COTS version of OnCall Records.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Provide OnCall Records Configuration Workshop 3 in the installed OnCall Records Software.

Customer Team Participation and Responsibilities

Customer shall:

- Provide a Facility;
- Provide a Project Workstation for each attendee;
- Designate the Customer OnCall Records Core Team members for attendance, which at a minimum, shall include Customer' participants from Configuration Workshops 1 and 2;

- Ensure that appropriate personnel and system administrator are available to actively participate in the scheduled training program and attendees attend scheduled training class in their entirety;
- Ensure that all workshop workstations and servers are operational prior to the agreed start of training classes; and
- As it pertains to the topics listed for Configuration Workshop 3 above, configure OnCall Records based upon the information provided in OnCall Records System Configuration Workshop 3 during the Configuration 3 Period.

Task Acceptance Criteria

This Task is complete when Hexagon has delivered the Configuration Workshop 3.

35. OnCall Records System Configuration Workshop 3 Follow-up Session

Task Description

Hexagon will provide a Configuration Workshop 3 Follow-up after completion of the Configuration Workshop 3 and is intended to be held two (2) weeks following Configuration Workshop 3. This session will be provided to offer assistance and answer questions that may arise from the Configuration Workshop 3 so that the Customer's Records Core Team can continue to complete the system setup. This Task occurs during the Configuration 3 Period.

Task Deliverables

- OnCall Records Configuration Workshop 3 Follow-up Session agenda
- OnCall Records Configuration Workshop 3 Follow-up session

Task Prerequisites

- OnCall Records System Configuration Workshop 3 Task is complete.
- Customer has commenced configuring OnCall Records reflective of the information provided in OnCall Records System Configuration Workshop 3.

Task Assumptions

- Hexagon responsibilities for this Task will be executed remotely.
- The session is intended to be scheduled the two (2) weeks following Configuration Workshop 3 as appropriate.
- The session is provided for a maximum of twelve (12) Team Members with a maximum of one (1) student per Project Workstation, unless otherwise agreed to by Hexagon.
- Session is a formal workshop presentation based on the version of OnCall Records covered in the Configuration Workshop 3.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Provide an OnCall Records Configuration Workshop 3 follow-up session for the Core Team Members.

Customer Team Participation and Responsibilities

Customer shall:

- Provide a facility according to the requirements provided in Task Assumptions;
- Provide a Project Workstation for each attendee;
- Designate the Customer OnCall Records Core Team members for attendance, which at a minimum, shall include the Customer's participants from Configuration Workshop 3; and
- Ensure that appropriate personnel and system administrator are available to actively participate in the scheduled session and attendees attend in their entirety.

Task Completion Criteria

This Task is complete when Hexagon has completed the Configuration Workshop 3 Follow-up Session.

36. OnCall Records | Mobile Field Reporting System Configuration Workshop

Task Description

During this Task, Hexagon will provide the System Configuration Workshop for the OnCall Records | Mobile Field Reporting Subsystem ("MFR Configuration Workshop"). This task includes a System/training review for the setups that will be covered. This will reinforce the previous training and provide the Customer Core team assistance as they configure and setup the OnCall Records | Mobile Field Reporting Subsystem. The workshop will provide the knowledge needed and enable the Customer staff to complete the OnCall Records | Mobile Field Reporting configuration and support the Subsystem.

OnCall Records | Mobile Field Reporting (MFR) connects to all Master Indices (Name, Location, Vehicle and Property) and has forms for the following:

- Accident and Accident Supplement
- Arrest and Booking
- Citation
- Incident and Incident Supplement
- Field Interview
- Juvenile Contact and Juvenile Booking
- Use of Force

MFR is for rapid entry of time-sensitive data for report writing. For additional business processes or updates outside of normal report writing duties Hexagon recommends using the main OnCall Records application.

This is a hands-on workshop. Customer's staff will have ongoing configuration and other assignments resulting from this task. Following completion of the MFR Configuration Workshop ("MFR Configuration Period"), Customer will complete its setup of the assigned configuration topics below prior to Customer Functional Testing – OnCall Records.

While the MFR forms are very configurable to meet the needs of law enforcement agencies, the scope of changes across all forms should not exceed one hundred twenty (120) modifications.

Task Deliverables

- Configuration Workshop for the Customer OnCall Records | Mobile Field Reporting Core Team
- Configuration Workshop for the Customer OnCall Records | Mobile Field Reporting Core Team agenda

Task Prerequisites

- OnCall Records System Configuration Workshop 3 Follow-up Session Task is complete.
- OnCall Records COTS Reports Review Task is complete.
- The Customer has installed and configured at least one (1) workstation for use by the Hexagon instructor during the sessions.
- The Customer has installed and configured at least one (1) workstation per student attending the session.
- An appropriate training room has been identified and set up with the workstations, at least one (1) LCD projector, display screen or other appropriate surface to display a projected image, and white-board space or other ability to take notes and record questions.

Task Assumptions

- Hexagon responsibilities will be executed on site at a Facility.
- The MFR Configuration Workshop duration is four (4) Business Days.
- The workshop provides for a maximum of twelve (12) Team Members.
- This is a formal workshop presentation based on the COTS version of OnCall Records.
- The configuration of the MFR forms is limited to no more than one hundred twenty (120) modifications.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Provide MFR Configuration Workshop in the installed OnCall Records | Mobile Field Reporting Software.

Customer Team Participation and Responsibilities

Customer shall:

- Provide a Facility;
- Provide a Project Workstation for each attendee;
- Designate the Customer OnCall Records | Mobile Field Reporting Core Team for attendance;
- Ensure that appropriate personnel and system administrator are available to actively participate in the scheduled training program and attendees attend scheduled training class in their entirety;
- Ensure that all workshop workstations and servers are operational prior to the agreed start of training classes; and
- As it pertains to the topics listed above, configure MFR based upon the information provided in OnCall Records | MFR System Configuration Workshop during the MFR Configuration Period.

Task Acceptance Criteria

This Task is complete when Hexagon has delivered the MFR Configuration Workshop to the Customer.

37. OnCall Records | Mobile Field Reporting System Configuration Workshop Follow-up Session

Task Description

Hexagon will provide an MFR Configuration Workshop Follow-up after completion of the MFR Configuration Workshop during the following two (2) weeks. This session will be provided to offer assistance and answer questions that may arise from the MFR Configuration Workshop so that the Customer's Core Team can continue to complete the system setup. This Task occurs during the MFR Configuration Period.

Task Deliverables

- MFR Configuration Workshop Follow-up Session agenda
- MFR Configuration Workshop Follow-up session for the Customer OnCall Records | Mobile Field Reporting Core Team

Task Prerequisites

- MFR Configuration Workshop Task is complete.
- Customer has commenced configuring OnCall Records | Mobile Field Reporting reflective of the information provided in the MFR Configuration Workshop.

Task Assumptions

- Hexagon responsibilities for this Task will be executed remotely.
- The session will be scheduled the two (2) weeks following Configuration Workshop 1 as appropriate.
- The session is provided for a maximum of twelve (12) Team Members.
- Session is a formal workshop presentation based on the version of OnCall Records | Mobile Field Reporting covered in the MFR Configuration Workshop.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Provide an MFR Configuration Workshop follow-up session for the Core Team Members.

Customer Team Participation and Responsibilities

Customer shall:

- Designate the Customer OnCall Records Core Team for attendance;
- Provide the facilities, supplies and equipment necessary to support the session. A single room with a projector or LCD screen is recommended; and
- Ensure that appropriate personnel and system administrator are available to actively participate in the scheduled session and attendees attend in their entirety.

Task Completion Criteria

This Task is complete when Hexagon has completed the MFR Configuration Workshop Follow-up Session.

38. OnCall Records State NIBRS Reporting Installation

Task Description

During this Task, Hexagon resources will upgrade the IBRS reporting client to reflect state-specific product changes to support state reporting.

Task Deliverables

- Hexagon installation of the state-specific NIBRS reporting.

Task Prerequisites

- State NIBRS Validation Installation Task is complete.

Task Assumptions

- OnCall Records will use existing State NIBRS software. No new development or additional customizations are included.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Provide COTS documentation on the NIBRS submission tool;
- Support Customer testing and provide resolution of Blocker Defects; and
- Prepare and submit a NIBRS test submission to the State.

Customer Team Participation and Responsibilities

- None

Task Acceptance Criteria

This Task is complete when the current version of State NIBRS has been installed and tested to validate its conformance with State requirements.

39. OnCall Dispatch Archive Database Staging

Task Description

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

Task Deliverables

- OnCall archive database on the Production staging system

Task Prerequisites

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

Task Assumptions

- N/A

Hexagon Team Participation and Responsibilities

Hexagon shall:

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

Customer Team Participation and Responsibilities

Customer shall:

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

Task Acceptance Criteria

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

40. OnCall Analytics | Dispatch Configuration

Task Description

This Task is Hexagon-led and involves configuring OnCall Analytics | Dispatch with Customer's site-specific parameters.

OnCall Analytics is business intelligence software for reporting, analysis, and evidence-based decision making. It provides reporting and analysis capabilities, which are fully described within a document titled: "HxGN OnCall Analytics | Dispatch: Delivered Models and Reports," which is available upon request. That document describes the types of reports and models available within OnCall Analytics, which may require additional configuration and work by the Customer. Only those reports corresponding to the type of reporting model and Software product included within the Project are available to the Customer.

Task Deliverables

- Configuration of OnCall Analytics | Dispatch software and components for Customer testing and verification
- Data Dictionary delivered to Customer
- Model and Lineage Report delivered to Customer

Task Prerequisites

- OnCall Dispatch Archive Database Staging Task is complete.
- OnCall Dispatch Configuration Consulting 3 Task is complete.

Task Assumptions

- Hexagon will install the OnCall Analytics | Dispatch solution.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Configure the OnCall Analytics | Dispatch software components; and
- Confirm that the software installation and delivery has been completed, the data connections have been tested, and data is accessible in reports.

Customer Team Participation and Responsibilities

Customer shall:

- Provide SQL Server software and license keys to Hexagon for the database installation if not already provided.

Task Acceptance Criteria

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

41. OnCall Analytics | Records Configuration

Task Description

This Task is Hexagon-led and involves configuring OnCall Analytics | Records with Customer's site-specific parameters.

HxGN OnCall Analytics is business intelligence software for reporting, analysis, and evidence-based decision making. It provides reporting and analysis capabilities, which are fully described within a document titled: "HxGN OnCall Analytics | Records: Delivered Models and Reports," which available upon request. That document describes the types of reports and models available within OnCall Analytics, which may require additional configuration and work by the Customer. Only those reports corresponding to the type of reporting model and Software product included within the Project are available to the Customer.

Task Deliverables

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

Task Prerequisites

- Virtual Server and OnCall Software Staging Task is complete.
- OnCall Records System Configuration Workshop 2 Task is complete.
- Data Conversion Audit 1 in Attachment P – White Box RMS Data Conversion SOW

Task Assumptions

- Hexagon will install the OnCall Analytics | Records solution.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Configure the OnCall Analytics | Records software; and
- Confirm that the software installation and delivery has been completed, the data connections have been tested, and data is accessible in reports.

Customer Team Participation and Responsibilities

Customer shall:

- Provide SQL Server software and license keys to Hexagon for the database installation if not already provided.

Task Acceptance Criteria

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

42. OnCall Analytics | Records Training

Task Description

During this Task, Hexagon will train end users and system administrators on HxGN OnCall Analytics | Records.

The OnCall Analytics User Training will provide instruction on accessing, viewing, and creating reports from the OnCall Analytics Report portal. It will also provide an overview of the delivered reports and data models. The delivered report provides out-of-the box access to key performance metrics while the data models provide an easy and powerful way for users to ask their own questions of the data and create new reports.

The OnCall Analytics System Administrator Training is designed for system administrators, to provide instructions on the setup, site-specific configurations, and administrative tasks needed to maintain the OnCall Analytics Records product.

Task Deliverables

- HxGN OnCall Analytics | Records User Training (Qty: 4)
- HxGN OnCall Analytics | Records System Administrator Training (Qty: 1)
- OnCall Analytics | Records User Training and Administrator Training agenda

Task Prerequisites

- OnCall Analytics | Records Configuration Task is complete.
- OnCall Records COTS Reports Review Task complete.
- The attendees are familiar with Microsoft Windows-based applications, administrative tasks, and agency workflows.

Task Assumptions

- Hexagon responsibilities will be executed on site at a Facility.
- Hexagon will provide four (4) User Training classes. Each User Training will last for a maximum of two (2) Business Days and is provided for a maximum of ten (10) attendees.
- The System Administrator Training will last for a maximum of one (1) Business Day and is provided for a maximum of ten (10) attendees. This training will be provided during the first week of User Training.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Provide the OnCall Analytics User and System Administrator Training sessions.

Customer Team Participation and Responsibilities

Customer shall:

- Provide a Facility;
- Provide a Project Workstation for each attendee;
- Ensure that appropriate personnel and system administrator are available to actively participate in the scheduled training program and attendees attend scheduled training class in their entirety; and
- Ensure that all workshop workstations and servers are operational prior to the agreed start of training classes.

Task Acceptance Criteria

This Task is complete when Hexagon has delivered both the OnCall Analytics Records User Training and System Administrator Training.

43. OnCall Analytics | Dispatch Training

Task Description

During this Task, Hexagon will train end users and system administrators on HxGN OnCall Analytics | Dispatch.

The OnCall Analytics User Training will provide instruction on accessing, viewing, and creating reports from the OnCall Analytics Report portal. It will also provide an overview of the delivered reports and data models. The delivered report provides out-of-the box access to key performance metrics while the data models provide an easy and powerful way for users to ask their own questions of the data and create new reports.

The OnCall Analytics System Administrator Training is designed for system administrators, to provide instructions on the setup, site-specific configurations, and administrative tasks needed to maintain the OnCall Analytics Dispatch product.

Task Deliverables

- OnCall Analytics | Dispatch User Training and Administrator Training agenda
- HxGN OnCall Analytics | Dispatch User Training (Qty: 1)
- HxGN OnCall Analytics | Dispatch System Administrator Training (Qty: 1)

Task Prerequisites

- OnCall Analytics | Dispatch Configuration Task is complete.
- The attendees are familiar with Microsoft Windows-based applications, administrative tasks, and agency workflows.

Task Assumptions

- Hexagon responsibilities will be executed on site at a Facility.
- Both training courses are intended to be conducted the same week.
- The User Training will last for a maximum of three (3) Business Days and is provided for a maximum of ten (10) attendees.
- The System Administrator Training will last for a maximum of one (1) Business Day and is provided for a maximum of four (4) attendees.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Provide the OnCall Analytics User and System Administrator Training sessions.

Customer Team Participation and Responsibilities

Customer shall:

- Provide a Facility;
- Provide a Project Workstation for each attendee;
- Ensure that appropriate personnel and system administrator are available to actively participate in the scheduled training program and attendees attend scheduled training class in their entirety; and
- Ensure that all workshop workstations and servers are operational prior to the agreed start of training classes.

Task Acceptance Criteria

This Task is complete when Hexagon has delivered both the OnCall Analytics Dispatch User Training and System Administrator Training.

44. Custom Interface Product Installation and Configuration

Task Description

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

Task Deliverables

- Documentation of Custom Interfaces installation/testing

Task Prerequisites

- Operation or availability of the external system or Third-Party Software.
- Custom Interface Development Task is complete.
- OnCall Dispatch Configuration Consulting 1 Task is complete.
- OnCall Records System Configuration Workshop 1 Task is complete.

Hexagon Team Participation and Responsibilities

Hexagon shall:

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

Customer Team Participation and Responsibilities

Customer shall:

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

Task Acceptance Criteria

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

45. Standard Interface Product Installation and Configuration

Task Description

During this Task, Hexagon will install and configure the Standard Interfaces. The Customer will formally test the interface functionality and reliability during Functional Testing.

The following are regarded as "Standard Interfaces" as the term is defined in Attachment H of this SOW:

- Body Worn Camera OnCall Interface to Axon body worn camera
- RapidSOS OnCall Call-Taker Interface
- External Alarms OnCall Interface for ASAP to PSAP, RapidSOS (alarms/alerts), ShotSpotter (SoundThinking), 3SI, and Prepared (Automated Non-emergency Triage Specific)
- Anti-Bias Reporting (California RIPA / AB953)
- CAD to CAD OnCall Dispatch Interface to Team Awareness Kit (TAK)
- Dispatch Alerts OnCall Interface to IAmResponding, FUSUS (Axon), Prepared
- Coplogic Records Interface

As part of this Task, Hexagon will provide consulting services to advise the following vendors on how to use RestAPI to pull the data they require:

- NICE audio recorder (CAD only)
- Flock ALPR (CAD only)
- LInX (RMS only)
- Riverside County Sheriff Data Warehouse (RMS only)

Task Deliverables

- Documentation of Standard Interfaces installation

Task Prerequisites

- Operation or availability of the external system or Third-Party Software
- OnCall Dispatch Configuration Consulting 3 Task is complete.
- OnCall Records System Configuration 3 Follow-up Session Task is complete.
- Physical Infrastructure Installation Task is complete.
- Virtual Server and OnCall Software Staging Task is complete

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Install Standard Interfaces.

Customer Team Participation and Responsibilities

- Ensure SMEs are available to support Hexagon Activities as needed;
- Verify that physical connectivity has been achieved from Customer's communication server to OnCall Dispatch/OnCall Records;
- Provide availability and confirm operation of external systems or third-party software;

- Provide the following information to Hexagon:
    - IP address for remote databases
    - Socket value for remote systems
    - Operator IDs (ORIs), terminal mnemonics, etc., as needed by remote systems
- Ensure the system and network administrators are available to work closely with the Hexagon team for the duration of the Task; and
- Ensure third-party cooperation with Hexagon's reasonable requests.

Task Acceptance Criteria

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

46. Microsoft SQL Server Ordering

Task Description

Customer will order the Microsoft SQL Server software as specified in Attachment F (System Configuration Diagram, Hardware specifications, BOM items listed as Customer furnished) of this SOW.

Task Deliverables

- Estimated delivery date of Microsoft SQL Server software.

Task Prerequisites

- Configuration Phase is complete.

Task Assumptions

- All Project Activities up to this Task will be conducted using Microsoft SQL Server Developer Edition.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Consult on SQL licensing requirements as needed.

Customer Team Participation and Responsibilities

Customer shall:

- Order the Microsoft SQL Server software.

Task Acceptance Criteria

This Task is complete when Customer has ordered the items specified in this Task.

47. Microsoft SQL Server Licensing

Task Description

Hexagon resources will assist the Customer with applying the Microsoft SQL Server software as specified in Attachment F (System Configuration Diagram, Hardware specifications, BOM items listed as Customer furnished) of this SOW.

Task Deliverables

- Application of Microsoft SQL Server software licensing.

Task Prerequisites

- Microsoft SQL Server Ordering Task is complete.

Task Assumptions

- Customer has electronically received the required licensing.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Assist as needed with the Microsoft SQL Server software licensing.

Customer Team Participation and Responsibilities

Customer shall:

- Apply the Microsoft SQL Server software licensing.
- Provide the electronically delivered SQL media.

Task Acceptance Criteria

This Task is complete when Customer has applied the licenses specified in this Task.

Testing Phase

48. Test Plan Creation Workshop – OnCall Dispatch

Task Description:

The CAD Test Plan Creation Workshop is a workshop style session lasting up to three (3) Business Days that is intended to provide guidance to the Dispatch Core Team members on best practices when creating the CAD Test Plan and Test Cases. Hexagon will make recommendations to the Customer on how to create a Test Plan corresponding to the Benchmark Criteria. Additionally, as part of the CAD Test Plan Creation Workshop and until the end of, Hexagon will assist the Core Team members as they create Test Cases until the end of workshop.

Task Deliverables:

- Test Plan Creation Workshop agenda

Task Prerequisites:

- OnCall Dispatch Fundamentals for Core Team Task is complete.

Task Assumptions:

- Hexagon responsibilities will be executed on site at a Facility.
- The CAD Test Plan Creation Workshop shall last no more than three (3) Business Days.
- Customer participation in Test Plan Creation Workshop is limited to no more than twelve (12) Core Team attendees.
- Customer has provided a Facility.

Hexagon Team Participation and Responsibilities:

Hexagon shall:

- Conduct the CAD Test Plan Creation Workshop
- Work with the Customer on creating Test Cases during the workshop; and
- Provide consulting services on best practices when creating a Test Plan and Test Cases.

Customer Team Participation and Responsibilities:

Customer shall:

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

Task Acceptance Criteria:

This Task is complete at the conclusion of the CAD Test Plan Creation Workshop.

49. Test Plan Creation Workshop – OnCall Records

Task Description:

The RMS Test Plan Creation Workshop is a workshop style session lasting up to three (3) Business Days that is intended to provide guidance to the Records Core Team members on best practices when creating the RMS Test Plan and Test Cases. Hexagon will make recommendations to the Customer on how to create a Test Plan corresponding to the Benchmark Criteria. Additionally, as part of the workshop, Hexagon and Core Team members will create Test Cases until the end of workshop.

Task Deliverables:

- Test Plan Creation Workshop agenda

Task Prerequisites:

- OnCall Records Fundamentals for Core Team Task is complete.

Task Assumptions:

- Hexagon responsibilities will be executed on site at a Facility.
- The RMS Test Plan Creation Workshop shall last no more than three (3) Business Days.
- Customer participation in Test Plan Creation Workshop is limited to no more than twelve (12) Core Team attendees.
- Customer has provided a Facility.

Hexagon Team Participation and Responsibilities:

Hexagon shall:

- Conduct the RMS Test Plan Creation Workshop
- Work with the Customer on creating Test Cases during the workshop; and
- Provide consulting services on best practices when creating a Test Plan and Test Cases.

Customer Team Participation and Responsibilities:

Customer shall:

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

Task Acceptance Criteria:

This Task is complete at the conclusion of the Test Plan Creation Workshop.

50. Test Plan and Test Cases Development – OnCall Dispatch

Task Description

During this Task, the Customer will create a test plan ("CAD Test Plan") with Test Cases for OnCall Dispatch. The CAD Test Plan and Test Cases are essential for the Customer to be able to validate and prove the functionality of the Dispatch Subsystem. Every Benchmark Criteria corresponding to OnCall Dispatch should have at least one Test Case; some Benchmark Criteria may have multiple associated Test Cases. The Customer will identify the Benchmark Criteria that correspond to the applicable Test Cases. A clear pass/fail criterion must be defined for each Test Case. The Test Plan and Test Cases will be agency-specific, and work-process driven with clearly documented Pass/Fail criteria. Only the elements of the Test Plan and Test Cases conforming with the Benchmark Criteria shall be used in evaluating and testing the Subsystem. The Test Plan is the set of Test Cases that will serve as the basis of testing the fully configured Subsystem, including interfaces.

The Customer will not need a fully configured Subsystem to create the Test Plan and Test Cases. The Test Case creation should be accomplished using a workflow-based Test Case.

Task Deliverables

- Customer's CAD Test Plan and Test Cases

Task Prerequisites

- OnCall Dispatch Fundamentals for Core Team Task is complete.
- Test Plan Creation Workshop – OnCall Dispatch Task is complete.

Task Assumptions

- N/A

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Consult with the Customer during the Test Plan and Test Cases creation Task to validate the Test Cases correspond to the Benchmark Criteria (applicable to Dispatch).

Customer Team Participation and Responsibilities

Customer shall:

- Create the CAD Test Plan and Test Cases consistent with the Benchmark Criteria; and
- Provide CAD Test Plan and Test Cases to Hexagon.

Task Acceptance Criteria

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

51. Test Plan and Test Cases Development – OnCall Records

Task Description

During this Task, the Customer will create a test plan ("RMS Test Plan") with Test Cases for OnCall Records. The RMS Test Plan and Test Cases are essential for the Customer to be able to validate and prove the functionality of the Records Subsystem. Every Benchmark Criteria corresponding to OnCall Records should have at least one Test Case; some Benchmark Criteria may have multiple associated Test Cases. The Customer will identify the Benchmark Criteria that correspond to the applicable Test Cases. A clear pass/fail criterion must be defined for each Test Case. The Test Plan and Test Cases will be agency-specific, and work-process driven with clearly documented Pass/Fail criteria. Only the elements of the Test Plan and Test Cases conforming with the Benchmark Criteria shall be used in evaluating and testing the System. The Test Plan is the set of Test Cases that will serve as the basis of testing the fully configured Subsystem, including interfaces.

The Customer will not need a fully configured Subsystem to create the Test Plan and Test Cases. The Test Case creation should be accomplished using a workflow-based Test Case.

Task Deliverables

- Customer's RMS Test Plan and Test Cases

Task Prerequisites

- OnCall Records Fundamentals for Core Team Task is complete.
- Test Plan Creation Workshop – OnCall Records Task is complete.

Task Assumptions

- N/A

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Consult with the Customer during the RMS Test Plan and Test Cases creation task to validate the Test Cases correspond to the Benchmark Criteria.

Customer Team Participation and Responsibilities

Customer shall:

- Create the RMS Test Plan and Test Cases consistent with the Benchmark Criteria; and
- Provide RMS Test Plan and Test Cases to Hexagon.

Task Acceptance Criteria

This Task is complete when the Customer has created the RMS Test Plan and Test Cases and Hexagon has validated the same in accordance with the Benchmark Criteria.

52. Customer Functional Testing – OnCall Dispatch

Task Description

The Customer, with support from Hexagon, will test OnCall Dispatch's conformance with the Benchmark Criteria. The Customer will conduct Functional Testing over the course of ten (10) Business Days ("Dispatch Testing Period"). During the Dispatch Testing Period, the Customer shall execute the CAD Test Plan and corresponding Test Cases. Except as expressly provided, no other testing or evaluation pertaining to OnCall Dispatch is contemplated in this Project. Customer will document and track the results of each Test Case as either pass or fail and may request Hexagon consultation as necessary during its testing Activity up to twenty-four (24) Business Hours.

Within ten (10) Business Days of the end of the CAD Testing Period ("CAD Reporting Period"), the Customer shall file any Blocker Defects and Permissive Defects encountered during Functional Testing – Dispatch through Hexagon's Customer Resource Management (CRM) system. For any Blocker Defect identified, the Customer shall provide, at minimum, the following information: a description of the Defect and the steps used to reproduce it, the functionality tested when the Blocker Defect was encountered, the manner in which the functionality was tested, and the outcome when the functionality was tested. If the Blocker Defects are not filed within the CAD Reporting Period, it is presumed Functional Testing was completed without any Blocker Defect, and this Task is complete. Only Blocker Defects reported by the conclusion of the Reporting Period will be resolved as part of this Task. The existence of Permissive Defect(s) shall not preclude or be a condition of completion of any subsequent Tasks or implementation of a new Release.

To the extent requested, Customer agrees to promptly respond to requests for additional information regarding the Blocker Defect requested by Hexagon. Upon diagnosing the Blocker Defect and validating the Defect encountered meets the attributes of a Blocker Defect, Hexagon resources shall proceed to resolve the Blocker Defect accordingly. If the investigation determines the reported Blocker Defect did not meet the attributes of a Blocker Defect then the reported Defect will be reclassified in accordance with the levels provided in the Master Terms Glossary. Alternatively, if the investigation shows the reported Blocker Defect was caused by Customer hardware, Network Infrastructure, or Third-Party Software not provided by Hexagon, or non-conformance with Attachments E-1, E-2, and F, then Hexagon will provide such information to the Customer for the Customer to resolve and the Blocker Defect will be closed and regarded as complete.

As part of its resolution efforts, Hexagon may at its discretion provide a procedural or programmatic work around, a configuration change, or provide an Update. Once the Blocker Defect(s) is addressed, Hexagon will report to Customer the Blocker Defect has been addressed and the Customer will have five (5) Business Days to execute its Test Plan ("CAD Resolution Testing Period").

After the Functional Testing, Hexagon will enforce a Code Freeze. Appreciating the desire to promote stability within the System and minimize changes to the System after Functional Testing, the Parties will not make configuration changes or modifications to the System except as the Project Managers may agree or is necessary to resolve a Blocker Defect.

Task Deliverables

- OnCall Dispatch Functional Testing
- System Code Freeze

Task Prerequisites

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

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Verify all applicable software, systems and ancillary systems, including the redundancy of Production system (if applicable), are ready for Functional Testing;
- Provide on-site support during Functional Testing for up to forty-eight (48) Business Hours. This support will be provided Tuesday through Thursday of each week during the ten (10) Business Days of the Dispatch Testing Period;
- Review Defects filed by the Customer; and
- Resolve Blocker Defects filed by the Customer.

Customer Team Participation and Responsibilities

Customer shall:

- Verify all applicable software, systems and ancillary systems, including the redundancy of Production system (if applicable), are ready for Functional Testing;
- Execute the CAD Test Plan; and
- Track and document results from executed Test Cases and file any Blocker Defects in the CRM system by the end of the CAD Reporting Period.

Task Acceptance Criteria

This Task is complete upon expiration of the CAD Testing Period and resolution of all Blocker Defects reported by the end of the CAD Reporting Period.

53. Customer Functional Testing – OnCall Records

Task Description

The Customer, with support from Hexagon, will test OnCall Records Subsystem's conformance with the Benchmark Criteria. The Customer will conduct Functional Testing over the course of ten (10) consecutive Business Days ("Records Testing Period"). During the Records Testing Period, the Customer shall execute the RMS Test Plan and corresponding Test Cases. Except as expressly provided, no other testing or evaluation for OnCall Records is contemplated in this Project. Hexagon and the Customer will jointly document and track the results of each Test Case as either pass or fail.

Within ten (10) Business Days of the end of the RMS Testing Period ("RMS Reporting Period"), the Customer shall file any Blocker Defects and Permissive Defects encountered during Functional Testing – Records through Hexagon's Customer Resource Management (CRM) system. For any Blocker Defect identified, the Customer shall provide, at minimum, the following information: a description of the Defect and the steps used to reproduce it, the functionality tested when the Blocker Defect was encountered, the manner in which the functionality was tested, and the outcome when the functionality was tested. If the Blocker Defects are not filed within the RMS Reporting Period, it is presumed Functional Testing was completed without any Blocker Defect, and this Task is complete. Only Blocker Defects reported by the conclusion of the Reporting Period will be resolved as part of this Task. The existence of Permissive Defect(s) shall not preclude or be a condition of completion of any subsequent Tasks or implementation of a new Release.

To the extent requested, Customer agrees to promptly respond to requests for additional information regarding the Blocker Defect requested by Hexagon. Upon diagnosing the Blocker Defect and validating the Defect encountered meets the attributes of a Blocker Defect, Hexagon resources shall proceed to resolve the Blocker Defect accordingly. If the investigation determines the reported Blocker Defect did not meet the attributes of a Blocker Defect then the reported Defect will be reclassified in accordance with the levels provided in the Master Terms Glossary. Alternatively, if the investigation shows the reported Blocker Defect was caused by Customer hardware, Network Infrastructure, or Third-Party Software not provided by Hexagon, or non-conformance with Attachments E-2 and F, then Hexagon will provide such information to the Customer for the Customer to resolve, and the Blocker Defect will be closed and regarded as complete.

As part of its resolution efforts, Hexagon may at its discretion provide a procedural or programmatic work around, a configuration change, or provide an Update. Once the Blocker Defect(s) is addressed, Hexagon will report to Customer the Blocker Defect has been addressed and the Customer will have five (5) Business Days to execute its Test Plan ("RMS Resolution Testing Period").

After the Functional Testing, Hexagon will enforce a Code Freeze. Appreciating the desire to promote stability within the System and minimize changes to the System after Functional Testing, the Parties will not make configuration changes or modifications to the System except as the Project Managers may agree or is necessary to resolve a Blocker Defect.

Task Deliverables

- OnCall Records Functional Testing
- System Code Freeze

Task Prerequisites

- Customer and Hexagon mutually confirm that OnCall Records is ready for testing.
- Test Plan and Test Cases Development – OnCall Records Task is complete.
- The Customer has installed and configured at least one (1) workstation per tester.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Verify OnCall Records is ready for Functional Testing.
- Provide on-site support during Functional Testing for up to forty-eight (48) Business Hours. This support will be provided Tuesday through Thursday of each week during the ten (10) Business Days of the Records Testing Period.
- Review Defects identified in the Blocker Report by the Customer; and
- Resolve Blocker Defects identified in the Blocker Report.

Customer Team Participation and Responsibilities

Customer shall:

- Verify OnCall Records is ready for Functional Testing.
- Execute the RMS Test Plan;
- Track and document results from executed Test Cases and provide Hexagon a Blocker Report; and
- If applicable or desired, re-execute Test Cases during the Resolution Testing Period.

Task Acceptance Criteria

This Task is complete upon expiration of the RMS Testing Period and resolution of all Blocker Defects reported by the end of the RMS Reporting Period.

Training Phase

54. Hexagon-Led Training

Task Description

During the Training phase, Hexagon resources will conduct Administrative and Train-the-Trainer sessions for Customer-designated personnel.

The following formal training classes are included in the Project ("Hexagon Training Classes"):

- HxGN OnCall Dispatch System Administrator Training – Qty: 1
- HxGN OnCall Dispatch Train-the-Trainer – Qty: 2
- HxGN OnCall Dispatch | Mobile Unit Train-the-Trainer – Qty: 4
- HxGN OnCall Dispatch | Mobile Responder Train-the-Trainer – Qty: 4
- HxGN OnCall Records Train-the-Trainer – Qty: 5
- HxGN OnCall Records | Mobile Field Reporting Train-the-Trainer – Qty: 4
- HxGN OnCall Records NIBRS Report Generation Training (Qty: 1)
- Xalt Integration Developer Training – Qty: 1

It is recommended that Customer develop its own training program, including, but not limited to: creating a training plan suitable for its needs, identifying a training cadre for each Subsystem, and leveraging the Hexagon training materials and Documentation to ensure its Users have acquired the necessary knowledge and are in a position to use OnCall Dispatch and OnCall Records upon Cutover. The Customer is solely responsible for training its Users.

The Customer shall complete its User Training no later than sixty (60) calendar days after Hexagon has completed the Hexagon Train-the-Trainer Classes ("End User Training Period").

During the performance of this Task, the RSAs described in Attachment O are intended to begin providing the services described in that Attachment.

Task Deliverables

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

Task Prerequisites

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

Task Assumptions

- The Customer will complete end user training within the End User Training Period.
- Both end-user training and train-the trainer training will be provided as specifically identified herein. Training will take place during normal Business Hours, which is typically from 8:00 am - 5:00 pm.

- Training documentation provided by Hexagon with this SOW will be standard COTS Documentation and help files and will not be customized to the Customer's site-specific configuration. All Documentation will be provided in electronic format. Should printed copies be required, the Customer is responsible for providing them.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Conduct Hexagon Training Classes.

Customer Team Participation and Responsibilities

Customer shall:

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

Task Acceptance Criteria

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

55. Test and Training Environment Creation

Task Description

Following completion of all testing Tasks, Hexagon will create the Test and Training Environments using a snapshot of the Production Ready System. As part of this Task, Hexagon will test the Test and Training Environments to verify the Production Ready System has been properly loaded. For clarification, this testing is not intended to repeat or overlap with Customer Functional Testing Tasks.

Task Deliverables

- Test and Training Environment installed

Task Prerequisites

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

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Install and test the Hexagon System in the Test and Training Environments; and
- Train Customer on how to perform refreshes (if not done as part of other training course)

Customer Team Participation and Responsibilities

Customer shall:

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

Task Acceptance Criteria

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

Cutover Phase

56. Cutover Plan

Task Description

Hexagon and the Customer will jointly develop a Cutover Plan. The Cutover Plan will detail the steps necessary to cutover the Subsystems. The Cutover Plan will assign tasks and responsibilities to both Hexagon and Customer personnel in the month prior to Cutover. The Cutover Plan covers topics including Customer staffing, movement of equipment into final locations, final database cleanout of test events, procedures to report issues, and planned sequence of events for the Cutover day.

Hexagon will provide the initial draft of the Cutover Plan to the Customer for review. Hexagon will prepare and deliver the initial draft Cutover Plan to the Customer no later than forty-five (45) days prior to the scheduled Cutover date. The Customer will review the draft and provide feedback to Hexagon within ten (10) Business Days, which will incorporate appropriate feedback into a final Cutover Plan.

Task Deliverables

- Cutover Plan

Hexagon Team Participation and Responsibilities

Hexagon shall:

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

Customer Team Participation and Responsibilities

Customer shall:

- Review and comment on the draft Cutover Plan within ten (10) Business Days of receipt;
- Work with Hexagon personnel to refine the Cutover Plan; and
- Review and approve the final Cutover Plan.

Task Acceptance Criteria

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

57. System Readiness Review

Task Description

During this Task Hexagon technical resources, the Hexagon Project Manager, and the Customer team will meet and determine if the OnCall Subsystems are ready for Cutover.

In addition, the System Readiness Review verifies that the following has occurred:

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

Task Deliverables

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

Task Prerequisites

- Cutover Plan Task is complete.

Task Assumptions

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

Hexagon Team Participation and Responsibilities

Hexagon shall:

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

Customer Team Participation and Responsibilities

Customer shall:

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

Task Acceptance Criteria

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

58. Cutover to Production Use

Task Description

Cutover reflects the culmination of all the Tasks in this SOW. It reflects the point at which the Customer first uses the System in a live environment for its intended purpose.

The Parties shall execute the Cutover Plan, as practical, as part of Cutover. Beginning on Monday of the week of Cutover, Hexagon resources and the Project Manager will support the Customer's Activities leading to Cutover, during Cutover, and post-Cutover. Except for the day of Cutover where the resource may be on site at alternate hours, the Hexagon resource will be available Monday to Friday of the week of Cutover. On the day of Cutover (assuming it is a Tuesday), and the three (3) days immediately following Cutover, Hexagon shall have one (1) CAD resource and one (1) RMS resource on site at one (1) Customer Facility on a twenty-four (24) hour cycle. Hexagon shall have four (4) CAD resources and three (3) RMS resources on site at a Customer Facility during Business Hours.

Upon Cutover, the Customer's System Administrator will assume primary responsibility of the management and administration of the System, and the Hexagon resources will provide support as needed by the Customer System Administrator. At times where the Hexagon resources are not otherwise available after the Project is complete, the Customer shall contact Hexagon's HelpDesk in accordance with the Maintenance Terms within the Agreement.

Cutover also marks the commencement of the Warranty Period for the Project Software as described in Attachment K.

Task Deliverables

- Cutover of Dispatch and Records Subsystems (simultaneously)

Task Prerequisites

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

Task Assumptions

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

Hexagon Team Participation and Responsibilities

Hexagon shall:

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

Customer Team Participation and Responsibilities

Customer shall:

- Ensure availability of trained Users;
- Ensure availability of Core Team during Cutover Activities;
- Assume System Administration and management for the System upon Cutover;

- Ensure availability of all third-party vendors impacted by the Cutover;
- Ensure availability of all IT disciplines necessary to immediately address issues as necessary; and
- Ensure availability of member(s) of the training cadre during all shifts.

Task Acceptance Criteria

This Task is complete upon Cutover of the Subsystems.

59. Post-Cutover Support

Task Description

During this Task, Hexagon resources will provide Post-Cutover support to Customer. The "Post-Cutover Support Period" is the ten (10) Business Days beginning the Monday following Cutover. It is designed to provide the Customer with dedicated, quickly accessible support for questions and Defects encountered in the ten (10) Business Days following the Cutover to Production use of the new System.

For the first five (5) Business Days of the Post-Cutover Support Period, Hexagon shall have one (1) CAD resource and one (1) RMS resource on site at one (1) Customer Facility on a twenty-four (24) hour cycle. Hexagon shall also have four (4) CAD resources and three (3) RMS resources on site at a Customer Facility during Business Hours.

Support for the remaining five (5) Business Days of the Post-Cutover Support Period will be provided remotely by CAD and RMS resources during Business Hours.

During this Task, Hexagon resources will be assigned Defects that are filed by the Customer against the new System. Hexagon resources will work to identify and address the Defects reported, understanding the Defects will be triaged based upon their severity during the Post-Cutover Support Period. Defects remaining after the Post-Cutover Support Period will be addressed by the Help Desk. Defects reported when Hexagon project resources are not on duty may be logged with the Help Desk and will be addressed in accordance with the maintenance provisions of the Agreement.

The Post-Cutover Support Period is not a configuration period. Requests for new configurations that are not related to addressing a Defect will not be supported during this time frame. This is done to ensure the stability of the System delivered and that focus remains on Defects and to minimize the introduction of new opportunities for errors or problems.

Task Deliverables

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

Task Prerequisites

- System Cutover to Production Use Task is complete.

Task Assumptions

- Hexagon CAD resources will be on site, on a 24-hour cycle for the first five (5) Business Days of the Post-Cutover Support Period. The remaining five (5) Business Days of the Post-Cutover Support for CAD is provided remotely Monday – Friday during normal Business Hours. Standard after-hours emergency support procedures, defined in the Cutover Plan, remain the same for the duration of this Task.
- For all ten (10) Business Days of the Post-Cutover Support Period, Hexagon RMS resources provide remote support Monday-Friday during normal Business Hours. Standard after-hours emergency support procedures, defined in the Cutover Plan, remain the same for the duration of this Task.
- Defects will be reported via Hexagon's designated CRM tool.
- The Customer System Administrator remains the primary point of contact and initial troubleshooting point of contact for all issues during this Task.
- The Customer System Administrator maintains responsibility for core system administration tasks.

Hexagon Team Participation and Responsibilities

Hexagon shall:

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

Customer Team Participation and Responsibilities

Customer shall:

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

Task Acceptance Criteria

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

60. OnCall Records NIBRS Certification

Task Description

This Task defines the services required for NIBRS Validation and Reporting Qualification via OnCall Records.

Task Prerequisites

- Post-Cutover Support Task is complete.

Task Assumptions

- NIBRS validation will utilize production data.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Assist Customer with the NIBRS certification process; and
- After certification is achieved, install NIBRS in the Production Environment.

Customer Team Participation and Responsibilities

Customer shall:

- Ensure System Administrator is available to support all tasks.

Task Acceptance Criteria

This Task is complete when NIBRS certification has been achieved.

61. OnCall Dispatch Subsystem 30-Calendar Day Reliability Period

Task Description

The Reliability Period Task is designed to demonstrate the stability of the OnCall Dispatch Subsystem following Cutover ("Dispatch Reliability Period"). During the Reliability Period, the OnCall Dispatch Subsystem shall operate without a Blocker Defect for a total of thirty (30) calendar days. If a valid Blocker Defect arises during the Reliability Period, the Dispatch Reliability Period shall suspend until the Blocker Defect is resolved. Once the Blocker Defect is resolved (either through configuration, reasonable work around, or a programmatic code change), the Customer shall have two (2) days to test the resolution. Once resolved or the testing period has expired, the Dispatch Reliability Period shall resume from the prescribed point in time. The first fifteen (15) days of the Dispatch Reliability Period is regarded as Phase 1 and the second fifteen days (days 16-30) are regarded as Phase 2 of the Dispatch Reliability Period. Once the System has operated for fifteen (15) consecutive days without a valid Blocker Defect, then Phase 1 of the Dispatch Reliability Period is complete and Phase 2 of the Dispatch Reliability Period shall commence and conclude once it has operated from Day 16 to Day 30 without a valid Blocker Defect. If a valid Blocker Defect is logged during Phase 1, then once the Blocker Defect is resolved, the Dispatch Reliability Period will resume at the first day of Phase 1 of the Dispatch Reliability Period (i.e., day 1). If a valid Blocker Defect is logged during Phase 2, then once the Blocker Defect is resolved, the Dispatch Reliability Period will resume at the first day of Phase 2 of the Dispatch Reliability Period (i.e., day 16).

Requests for new configurations not related to addressing a Blocker Defect cannot be supported during this time frame. Similarly, the Customer shall refrain from making any configuration changes until the Dispatch Reliability Period is complete.

Task Deliverables

- Customer support for Blocker Defects

Task Prerequisites

- Cutover to Production Use Task is complete.

Task Assumptions

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

Hexagon Team Participation and Responsibilities

Hexagon shall:

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

Customer Team Participation and Responsibilities

Customer shall:

- Use and monitor the Hexagon OnCall Dispatch Subsystem in a production environment;
- Maintain a log of problems found;
- Contact Hexagon personnel in a timely manner in the event of system problems or failures; and

- Begin system monitoring in support of the Extended Warranty period.

Task Acceptance Criteria

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

62. OnCall Records Subsystem 30-Calendar Day Reliability Period

Task Description

The Reliability Period Task is designed to demonstrate the stability of the OnCall Records Subsystem following Cutover ("Records Reliability Period"). During the Records Reliability Period, the OnCall Records Subsystem shall operate without a Blocker Defect for a total of thirty (30) calendar days. If a valid Blocker Defect arises during the Reliability Period, the Records Reliability Period shall suspend until the Blocker Defect is resolved. Once the Blocker Defect is resolved (either through configuration, reasonable work around, or a programmatic code change), the Customer shall have two (2) days to test the resolution. Once resolved or the testing period has expired, the Records Reliability Period shall resume from the prescribed point in time. The first fifteen (15) days of the Records Reliability Period is regarded as Phase 1 and the second fifteen days (days 16-30) are regarded as Phase 2 of the Reliability Period. Once the System has operated for fifteen (15) consecutive days without a valid Blocker Defect, then Phase 1 of the Records Reliability Period is complete and Phase 2 of the Records Reliability Period shall commence and conclude once it has operated from Day 16 to Day 30 without a valid Blocker Defect. If a valid Blocker Defect is logged during Phase 1, then once the Blocker Defect is resolved, the Records Reliability Period will resume at the first day of Phase 1 of the Records Reliability Period (i.e., day 1). If a valid Blocker Defect is logged during Phase 2, then once the Blocker Defect is resolved, the Records Reliability Period will resume at the first day of Phase 2 of the Records Reliability Period (i.e., day 16).

Requests for new configurations not related to addressing a Blocker Defect cannot be supported during this time frame.

Task Deliverables

- Customer support for Blocker Defects

Task Prerequisites

- Cutover to Production Use Task is complete.

Task Assumptions

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

Hexagon Team Participation and Responsibilities

Hexagon shall:

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

Customer Team Participation and Responsibilities

Customer shall:

- Use and monitor the Hexagon OnCall Records Subsystem in a production environment;
- Maintain a log of problems found;
- Contact Hexagon personnel in a timely manner in the event of system problems or failures; and
- Begin system monitoring in support of the Extended Warranty period.

Task Acceptance Criteria

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

Attachment A – Pricing Summary

HxGN OnCall Dispatch & OnCall Records	Pricing
Software:	
HxGN OnCall Dispatch Software	$2,363,547
HxGN OnCall Records Software	$1,453,616
HxGN OnCall Analytics Software	$269,270
Hexagon Software Site License Fee for CAD/RMS	$300,000
Project Services:	
HxGN OnCall Dispatch Services	$3,178,625
HxGN OnCall Records Services	$1,921,767
Custom Interfaces:	
HxGN OnCall Dispatch Custom Interfaces	$355,135
HxGN OnCall Records Custom Interfaces	$579,825
Other:	
Kemp Load Balancers	$44,926
Base System One-Time Total Software and Services (excluding Extended Warranty and RSAs)	**$10,466,711**

Recurring Fees	
Initial Recurring Maintenance/Extended Warranty - Maintenance Year 1 (included in Order 1 Price and in addition to total in table above)	$1,492,782
Annual Recurring Maintenance Fee – Maintenance Year 2	$1,552,493
Annual Recurring Maintenance Fee – Maintenance Year 3	$1,614,593
Annual Recurring Maintenance Fee – Maintenance Year 4	$1,679,177
Annual Recurring Maintenance Fee – Maintenance Year 5	$1,746,344
Annual Recurring Maintenance Fee – Maintenance Year 6	$1,816,197
Annual Recurring Maintenance Fee – Maintenance Year 7	$1,888,845
Total Recurring Maintenance (7 Years beginning at Cutover)	**$11,790,431**

Total 10 Year Cost of Ownership from Project Start	**$22,257,142**

Pricing Assumptions

- This offer is valid until December 23, 2025.
- The pricing provided assumes production, test, training, and backup environments. Software licenses for Backup and Test Environments are included at no additional cost. Only those types of licenses are included in the Site License.
- Those items denoted as having "SITE" in the quantity column are Site Licensed Software products (as defined in Exhibit A-1 of the Agreement) are subject to the terms and conditions set forth in that Exhibit.
- The third-party Kemp Load Balancer products procured by Hexagon are provided with a pre-paid 5-year pass-through warranty from the original manufacturer. The warranty commences on the date the product is shipped to the customer.
- Third party CommSys software pricing provided is subject to change if the Customer includes additional agencies beyond those specified in Schedule 2 of Exhibit A-1 to the Agreement.
- To the extent Hexagon's ability to resell support for third party products ends during the term of the Agreement, then Hexagon shall be relieved of the obligation to provide such support and the annual maintenance fee will be adjusted to account the removal of that software item.
- Hexagon has included its Dynamo e-learning courses to prepare the Customer Core Team for the OnCall Dispatch, RMS, and Analytics configuration workshops. The Dynamo Curriculum/E-Learning Licenses (quantity of 12 per module) included in this pricing are for a 12-month period to begin once the first training licenses are delivered during the Project Kickoff Meeting.
- Sales tax is not included in this quote. Final sales tax will be included in the invoice, which the County shall be obligated to pay.
- The Project Kickoff Meeting under this Order 1 is not contemplated to occur until May 2026.

Bill of Materials

PRODUCT	QTY	PRODUCT DESCRIPTIONS
OnCall Dispatch Software		
HxGN Site License	1	Site licenses permit the agencies named in the Agreement to use the specific Software Package(s) quoted as Site Licenses in unlimited quantities as needed without an additional software license purchase fee while the site license Software Package(s) remain under a valid maintenance contract with Hexagon. Maintenance costs for site licenses will be adjusted to match actual usage after five (5) years of production use of the site license (after cutover).
HxGN OnCall Dispatch - Backup NL	1	Server product that facilitates the purging of older data from the production database and the merging of new or updated data from the production database into the archive database
HxGN OnCall Dispatch - Advantage CC	SITE	Browser-based incident management solution that provides complete capabilities for call-taking, dispatching, and resource management. With Advantage, operators can verify calls, create events, and dispatch and monitor resources quickly and confidently
HxGN OnCall Dispatch - Advantage CC - Training License	SITE	Training license for HxGN OnCall Dispatch - Advantage
HxGN OnCall Dispatch - Viewer CC	SITE	Viewer browser client that provides access to OnCall Dispatch information and basic functions, including allowing users outside the control room to view live operations, search live and historic information, and create non-emergency events
HxGN OnCall Dispatch - Advanced Mapping	SITE	An add-on to OnCall Dispatch that provides support for advanced mapping capabilities such as tracking mobile field users while out of the vehicle with GPS-enabled devices
HxGN OnCall Dispatch - Resource Management	SITE	An add-on to OnCall Dispatch that provides support for advanced unit recommendation such as balance of alarm and staging functionality

PRODUCT	QTY	PRODUCT DESCRIPTIONS
HxGN OnCall Dispatch - Resource Management - Training License	SITE	Training license for HxGN OnCall Dispatch - Resource Management
HxGN OnCall Dispatch - ESRI Map Control	SITE	Enables customers to perform road closures from within OnCall Dispatch; requires Esri mapping software
HxGN OnCall Dispatch - Customer Rules Engine Editor Advanced	1	An add-on component to the OnCall Dispatch that allows customized business rules to be created using a simple drag-and-drop editor
HxGN OnCall Dispatch - Customer Rules Engine - Advantage	SITE	An add-on component to the OnCall Dispatch Advantage that provides the ability to run rules which interact with the OnCall client
HxGN OnCall Dispatch - Customer Rules Engine - Adv - Training	SITE	Training license for HxGN OnCall Dispatch - Customer Rules Engine - Adv
HxGN OnCall Dispatch - Customer Rules Engine - Editor	1	An add-on component to the OnCall Dispatch that allows customized business rules to be created using a simple drag-and-drop editor
HxGN OnCall Dispatch - Customer Rules Engine - Server	14	Customer Rules Engine Server provides the ability to run rules which are triggered by conditions such as new event creation, unit status change, or scheduled timers. Once triggered a rule can then invoke the appropriate business logic on the OnCall system
HxGN OnCall Dispatch - Customer Rules Engine - Server - Training	1	HxGN OnCall Dispatch - Customer Rules Engine - Server
HxGN OnCall Dispatch - Mobile Unit	SITE	Provides field access to the OnCall Dispatch system via browsers on tablets, laptops, and mobile data terminals for first responder and non-emergency organizations
HxGN OnCall Dispatch - Mobile Unit - Training	SITE	Training license for HxGN OnCall Dispatch - Mobile Unit
HxGN OnCall Mobile Server	5	Server component required for Mobile Responder software
HxGN OnCall Dispatch - Mobile Responder Client CC	SITE	Smartphone/tablet app that provides field personnel access to OnCall Dispatch

PRODUCT	QTY	PRODUCT DESCRIPTIONS
HxGN OnCall Dispatch - RestAPI NL	4	Provides third parties direct interaction with OnCall via an industry-standard RestAPI; delivers a secure and convenient way for third-party applications to pass data into and request information from the system
HxGN OnCall Dispatch - RestAPI NL - Training	1	Training license for HxGN OnCall Dispatch - RestAPI NL
Xalt - Integration Runtime Engine NL	1	Lightweight, general purpose integration platform
Xalt - Integration Developer Engine NL	1	Xalt Developer allows the customer to build their own interfaces. Students will receive both classroom training and hands-on experience enabling them to build and manage interfaces independently
HxGN OnCall Dispatch - Informer	1	Provides a set of forms designed to run queries on local, provincial, regional, and/or national crime information databases. Additionally, it provides the ability to run queries on external databases
HxGN OnCall Dispatch - Tracker CC	2	Tracker accepts incoming Global Positioning Satellite (GPS) data directly from a GPS device, location servers or mobile data devices. HxGN OnCall Dispatch - Tracker functions as an extension to the dispatch environment, periodically updating vehicle and personnel locations in OnCall maps and monitors. Additionally, Tracker can be configured to send the appropriate commands to devices, setting the frequency of location reports based upon the unit's type, the unit's current status, and the type of event the unit is currently assigned to. Included for 3SI.
HxGN OnCall Dispatch - Call-Taker Interface	3	Interface license enables the Call-Taker client to connect to various external systems. Connections for RapidSOS, Vesta, and Prepared

PRODUCT	QTY	PRODUCT DESCRIPTIONS
HxGN OnCall Dispatch - Notifications	2	Provides connectivity between the dispatching environment and multiple internal and external communication endpoints. These include a third-party paging controller, email application, and SMS text. Included for Paging (email protocol) and Workforce Management Plus Evidence Notifications (text protocol)
Body Worn Camera OnCall Interface	1	Provides real-time unit and event data transfer from OnCall Dispatch to Axon/Evidence.com for the purposes of linking OnCall event and unit records with body worn camera video records.
RapidSOS OnCall Call-Taker Interface	1	Receives location accuracy information from the caller's device and offers updates on demand via the RapidSOS Web Portal
External Alarms OnCall Dispatch Interface	5	Allows third-party systems, like alarm/alert solutions, to create CAD Events in near real time for the purposes of expediting response (in lieu of a phone call transfer). Included for ASAP to PSAP, RapidSOS (alarms/alerts), ShotSpotter, 3SI, and Prepared (Automated Non-Emergency Triage Specific)
Anti-Bias Reporting	1	The Anti-Bias Reporting application is a web-based solution used by Law Enforcement Officers to collect perceived demographic and other detailed data regarding pedestrian and traffic stops in compliance with California Assembly Bill 953 (AB-953), also known as the Racial and Identify Profiling Act of 2015 (RIPA)
CAD to CAD OnCall Dispatch Interface	1	Rules-driven real-time transfer of unit and event information to and from OnCall Dispatch and third-party CAD systems. Included for Team Awareness Kit (TAK)
Dispatch Alerts Interface	3	Provides a method for sending alerts, notifications and messages to third-party providers used in turn to notify a defined group of people. Notifications can include unit dispatch notification, command staff notifications, on demand personal notifications, etc. Included for IamResponding, Axon FUSUS, and Prepared

PRODUCT	QTY	PRODUCT DESCRIPTIONS
HxGN OnCall Analytics - Dispatch Advantage NL 4 Core	1	Provides complete reporting and analytics capabilities for OnCall Dispatch data; provides a web-based user portal comprised of data models and prebuilt analytical reports that provide a framework for building and generating interactive reports and dashboards to solve organizational problems without the need for database professionals
HxGN OnCall Analytics - Dispatch Advantage NL Add 2 Core	4	Additional analytics core license
HxGN OnCall Dispatch - PTT	1	Interface to a radio system controller over a network connection (TCP/IP) or a serial (RS-232) connection to provide PTT information to a dispatcher workstation. Each time a radio unit in the field transmits to the dispatch environment, the identification of the transmitting unit is displayed within OnCall Dispatch. Included for Motorola MCC7500 radio consoles.
OnCall Records Software		
HxGN OnCall Analytics - Records Advantage NL 4 Core	1	Provides complete reporting and analytics capabilities for OnCall Records data; provides a web-based user portal comprised of data models and prebuilt analytical reports that provide a framework for building and generating interactive reports and dashboards to solve organizational problems without the need for database professionals.
HxGN OnCall Analytics - Records Advantage - Add 2 Core	4	Additional analytics core license
HxGN OnCall Records - Concurrent User License	SITE	Web-based RMS client that provides access to the OnCall Records server and primary source of data entry into the OnCall Records database. Allows users to search, view, add, update, and link critical law enforcement database records
HxGN OnCall Records - Concurrent User License - Training	SITE	Training license for HxGN OnCall Records

PRODUCT	QTY	PRODUCT DESCRIPTIONS
HxGN OnCall Records - Mobile Field Reporting	SITE	Provides field access to OnCall Records via browsers on laptops and mobile data terminals for in-field incident reporting. MFR also provides the ability to create reports and search and update information from the field which is essential to enhance awareness, speed workflows, and increase efficiency
HxGN OnCall Records - Mobile Field Reporting - Training	SITE	Training license for HxGN OnCall Records - Mobile Field Reporting
HxGN OnCall Records-NIBRS Report & Validate - CA	1	National Incident-Based Reporting System, or NIBRS, implemented to improve the overall quality of crime data collected by law enforcement, captures details on each single crime incident—as well as on separate offenses within the same incident—including information on victims, known offenders, relationships between victims and offenders, arrestees, and property involved in the crimes. This product will support both state and federal reporting criteria
Xalt - Integration Runtime Engine NL - Additional License	1	Lightweight, general purpose integration platform
Coplogic Records Interface	1	OnCall Records interface to import incident data generated by the public through the Coplogic DORS portal. Once imported, the data can be modified, searched, and audited as incident records within RMS
Dynamo Training		
Dynamo Curriculum HxGN OnCall Dispatch Admin - on prem	12	E-learning curriculum introduces the HxGN OnCall Dispatch administrator to necessary tasks to administer the system, plus delivers lab exercises for hands-on training
Dynamo Curriculum HxGN OnCall Records Admin - on prem	12	E-learning curriculum instructs the HxGN OnCall Records administrator in necessary tasks to administer the system, plus delivers lab exercises for hands-on training
Dynamo Curriculum HxGN OnCall Analytics Admin - on prem	12	E-learning curriculum provides a series of self-paced e-learning courses that covers the administration of the HxGN OnCall Analytics application
Third Party Integrations		

PRODUCT	QTY	PRODUCT DESCRIPTIONS
Consulting services for Flock ALPR	1	
Consulting services for Nice Audio Recorder	1	
CAD Custom Services for Interface to 3SI	1	Custom CAD interface to 3SI as described in Attachment H. This line reflects the custom development to support 3SI with the External Alarms OnCall Dispatch Interface.
CAD Interface to Query Tyler Jail System	1	Custom CAD interface to Query Tyler Jail System as described in Attachment H
RMS Interface to Axon Evidence.com	1	Custom RMS interface to Axon Evidence.com as described in Attachment H
RMS Interface to Query Riverside County Probation System	1	Custom RMS interface to Query Riverside County Probation System as described in Attachment H
RMS Interface to Query Parole LEADS	1	Custom RMS interface to Query Parole LEADS as described in Attachment H
RMS Vendor Views to NCIS LInX	1	Custom RMS interface to NCIS LInX as described in Attachment H
RMS Interface to IAPro BlueTeam	1	Custom RMS interface to IAPro BlueTeam as described in Attachment H
RMS Interface for Journal Technologies Court (case disposition)	1	Custom RMS interface to Journal Technologies Court (case disposition) as described in Attachment H
RMS Interface for Journal Technologies Court export (citations)	1	Custom RMS interface to Journal Technologies Court export (citations) as described in Attachment H
RMS Interface to Journal Technologies Court bi-directional (warrants)	1	Custom RMS interface to Journal Technologies Court bi-directional (warrants) as described in Attachment H
RMS Interface to Import Accidents from CrossRoads	1	Custom RMS interface to Import Accidents from CrossRoads as described in Attachment H
RMS Interface to Import Citations from CrossRoads	1	Custom RMS interface to Import Citations from CrossRoads as described in Attachment H
RMS NCIC Transactions	1	Custom RMS interface to NCIC Transactions as described in Attachment H
RMS Interface to Query CAPSS (California Pawn)	1	Custom RMS interface to Query CAPSS (California Pawn) as described in Attachment H
RMS Interface to AFIS/Livescan (Idemia)	1	Custom RMS interface to AFIS/Livescan (Idemia) as described in Attachment H

PRODUCT	QTY	PRODUCT DESCRIPTIONS
RMS Interface to Tyler Jail System (bidirectional)	1	Custom RMS interface to Tyler Jail System (bidirectional) as described in Attachment H
RMS Interface to Query Legacy Tiburon RMS	1	Custom RMS Interface to Query Legacy Tiburon RMS as described in Attachment H
RMS Vendor View for Riverside County Sheriff Data Warehouse	1	Custom RMS Interface to Riverside County Sheriff Data Warehouse as described in Attachment H
CAD Custom Services for Interface to FUSUS (Axon)	1	Custom CAD Custom Services for Interface to FUSUS (Axon) as described in Attachment H. This line reflects custom development needed to support FUSUS with the Dispatch Alerts OnCall Interface.
CAD Custom Services for Interface to Prepared (Automated Non-Emergency Triage Specific)	1	Custom CAD Custom Services for Interface to Prepared (Automated Non-Emergency Triage Specific) as described in Attachment H. This line reflects custom development needed to support Prepared with the External Alarms OnCall Interface.
CAD Custom Services for Interface to Team Awareness Kit (TAK)	1	Custom CAD Custom Services for Interface to Team Awareness Kit (TAK) as described in Attachment H. This line reflects custom development needed to support TAK with the CAD to CAD OnCall Dispatch Interface.
CAD Import Interface to Workforce Management Plus	1	Custom CAD Interface to Workforce Management Plus as described in Attachment H
CAD Custom Services for Interface to IAmResponding	1	Custom CAD Custom Services for Interface to IAmResponding as described in Attachment H. This line reflects custom development needed to support IAmResponding with the Dispatch Alerts OnCall Interface.
Third Party		
Kemp Load Balancers	4	Progress Kemp Virtual LoadMaster LM-VA-5G
Clevest Enterprise Mobility Platform - Platinum	1	Middleware product for National Incident-Based Reporting System, or NIBRS
CommSys ConnectCIC	1	Middleware product for the interface to NCIC for state and local transactions

Attachment B – Payment Schedule

Upon completion of the milestones identified below in accordance with the Task Acceptance Process (except for Milestone 2, which shall be invoiceable on the specified date), Hexagon shall invoice the corresponding amounts, which shall be due and payable in accordance with the Agreement.

MS (#)	Milestone Deliverable	MS ($)
1	Upon Completion of Execution of the Master Agreement	$1,351,660
2	Upon June 15, 2026	$2,193,828
3	Upon Completion of Task 13: OnCall Dispatch | Informer Discovery	$1,650,000
4	Upon Completion of Task 29: OnCall Records System Configuration Workshop 1	$1,650,000
5	Upon Completion of Task 22: OnCall Dispatch Configuration Consulting 2	$800,000
6	Upon Completion of Task 26: OnCall Dispatch | Mobile Unit Configuration Consulting Session – Law	$800,000
7	Upon Completion of Task 52: Customer Functional Testing - OnCall Dispatch	$1,250,000
8	Upon Completion of Task 58: Cutover to Production Use	$1,600,000
9	Upon Completion of Task 61: Reliability Period for Dispatch	$375,000
10	Upon Completion of Task 62: Reliability Period for Records	$289,005
	Total	**$11,959,493**

Attachment C – Initial Project Schedule

TASK NAME	DURATION	BUSINESS DAYS SINCE START
Riverside OnCall Dispatch and OnCall Records Project	**710 days**	**0 days**
Planning Phase	**274.13 days**	**0 days**
Project Kickoff Meeting	**7 days**	**20 days**
COTS Interface Questionnaire Completion	**5.5 days**	**30.25 days**
Customer completes COTS Interface Questionnaires	5 days	30.25 days
OnCall Dispatch & Mobile Unit Launch	**6 days**	**32 days**
OnCall Dispatch GIS Requirements Review	**5 days**	**32 days**
OnCall Records Business Process Analysis (BPA) Workshop	**27 days**	**32 days**
Custom Interface Requirements Gathering	**236.13 days**	**27 days**
OnCall Records Custom Interface Requirements Gathering (ICDs)	**236.13 days**	**27 days**
RMS Interface to Axon Evidence.com	**15.88 days**	**27 days**
ICD development	2 days	27 days
ICD delivered to Customer	0.13 days	29 days
Customer reviews ICD	10 days	29.13 days
ICD updated based off Customer review	0.75 days	39.13 days
Customer approves ICD	3 days	39.88 days
RMS Interface to Query Riverside County Probation System	**16.5 days**	**42.88 days**
ICD development - Informer ICD	0.63 days	42.88 days
ICD development - Standard Form Generation	2.5 days	43.5 days

ICD delivered to Customer	0.13 days	46 days
Customer reviews ICD	10 days	46.13 days
ICD updated based off Customer review	0.25 days	56.13 days
Customer approves ICD	3 days	56.38 days
RMS Interface to IAPro BlueTeam	**19.63 days**	**59.38 days**
ICD development	5 days	59.38 days
ICD delivered to Customer	0.13 days	64.38 days
Customer reviews ICD	10 days	64.5 days
ICD updated based off Customer review	1.5 days	74.5 days
Customer approves ICD	3 days	76 days
RMS Interface to Query Parole LEADS	**19 days**	**79 days**
ICD development - Informer ICD	0.63 days	79 days
ICD development - Standard Form Generation in OCR	5 days	79.63 days
ICD delivered to Customer	0.13 days	84.63 days
Customer reviews ICD	10 days	84.75 days
ICD updated based off Customer review	0.25 days	94.75 days
Customer approves ICD	3 days	95 days
RMS Interface for Journal Technologies Court (case disposition)	**18.63 days**	**98 days**
ICD development	5 days	98 days
ICD delivered to Customer	0.13 days	103 days
Customer reviews ICD	10 days	103.13 days
ICD updated based off Customer review	0.5 days	113.13 days
Customer approves ICD	3 days	113.63 days

RMS Interface for Journal Technologies Court export (citations)	**19.13 days**	**116.63 days**
ICD development	5 days	116.63 days
ICD delivered to Customer	0.13 days	121.63 days
Customer reviews ICD	10 days	121.75 days
ICD updated based off Customer review	1 day	131.75 days
Customer approves ICD	3 days	132.75 days
RMS Interface to Journal Technologies Court bidirectional (warrants)	**19.63 days**	**135.75 days**
ICD development	5 days	135.75 days
ICD delivered to Customer	0.13 days	140.75 days
Customer reviews ICD	10 days	140.88 days
ICD updated based off Customer review	1.5 days	150.88 days
Customer approves ICD	3 days	152.38 days
RMS Interface to Import Accidents from CrossRoads	**15.63 days**	**155.38 days**
ICD development	1 day	155.38 days
ICD delivered to Customer	0.13 days	156.38 days
Customer reviews ICD	10 days	156.5 days
ICD updated based off Customer review	1.5 days	166.5 days
Customer approves ICD	3 days	168 days
RMS Interface to Import Citations from CrossRoads	**15.63 days**	**171 days**
ICD development	1 day	171 days
ICD delivered to Customer	0.13 days	172 days
Customer reviews ICD	10 days	172.13 days
ICD updated based off Customer review	1.5 days	182.13 days

Customer approves ICD	3 days	183.63 days
RMS Interface to Query CAPSS (California Pawn)	**17.63 days**	**186.63 days**
ICD development	3 days	186.63 days
ICD delivered to Customer	0.13 days	189.63 days
Customer reviews ICD	10 days	189.75 days
ICD updated based off Customer review	1.5 days	199.75 days
Customer approves ICD	3 days	201.25 days
RMS Interface to Query Legacy Tiburon RMS	**16.63 days**	**204.25 days**
ICD development	2 days	204.25 days
ICD delivered to Customer	0.13 days	206.25 days
Customer reviews ICD	10 days	206.38 days
ICD updated based off Customer review	1.5 days	216.38 days
Customer approves ICD	3 days	217.88 days
RMS Interface to AFIS/Livescan (Idemia)	**22.63 days**	**220.88 days**
ICD development	8 days	220.88 days
ICD delivered to Customer	0.13 days	228.88 days
Customer reviews ICD	10 days	229 days
ICD updated based off Customer review	1.5 days	239 days
Customer approves ICD	3 days	240.5 days
RMS Interface to Tyler Jail System (bidirectional)	**19.63 days**	**243.5 days**
ICD development	5 days	243.5 days
ICD delivered to Customer	0.13 days	248.5 days
Customer reviews ICD	10 days	248.63 days
ICD updated based off Customer review	1.5 days	258.63 days

Customer approves ICD	3 days	260.13 days
OnCall Dispatch Custom Interface Requirements Gathering (ICDs)	**73.01 days**	**27 days**
CAD Interface to 3SI	**15 days**	**27 days**
ICD development	1.38 days	27 days
ICD delivered to Customer	0.13 days	28.38 days
Customer reviews ICD	10 days	28.5 days
ICD updated based off Customer review	0.5 days	38.5 days
Customer approves ICD	3 days	39 days
CAD Interface to Query Tyler Jail System	**14 days**	**42 days**
ICD development	0.63 days	42 days
ICD delivered to Customer	0.13 days	42.63 days
Customer reviews ICD	10 days	42.75 days
ICD updated based off Customer review	0.25 days	52.75 days
Customer approves ICD	3 days	53 days
CAD Custom Services for Interface to Team Awareness Kit (TAK)	**15 days**	**56 days**
ICD development	1.38 days	56 days
ICD delivered to Customer	0.13 days	57.38 days
Customer reviews ICD	10 days	57.5 days
ICD updated based off Customer review	0.5 days	67.5 days
Customer approves ICD	3 days	68 days
CAD Custom Services for Interface to FUSUS (Axon)	**14 days**	**71 days**
ICD development	0.63 days	71 days
ICD delivered to Customer	0.13 days	71.63 days

Customer reviews ICD	10 days	71.75 days
ICD updated based off Customer review	0.25 days	81.75 days
Customer approves ICD	3 days	82 days
CAD Interface to Workforce Management Plus	**15.01 days**	**85 days**
ICD development	1.25 days	85 days
ICD delivered to Customer	0.13 days	86.25 days
Customer reviews ICD	10 days	86.38 days
ICD updated based off Customer review	0.63 days	96.38 days
Customer approves ICD	3 days	97.01 days
Custom Interface Development	**274.13 days**	**0 days**
Load Balancer Equipment Ordering	**0.25 days**	**27 days**
Staging Phase	**119.38 days**	**27.25 days**
Physical Infrastructure Installation	**1 day**	**35.25 days**
Virtual Server and OnCall Software Staging	**30.02 days**	**36.25 days**
OnCall Dispatch GIS Consulting	**21.13 days**	**66.27 days**
OnCall Dispatch | Informer Discovery	**1.13 days**	**66.27 days**
OnCall Records Link to OnCall Dispatch	**2 days**	**66.27 days**
OnCall Records Address Server Mapping Configuration	**8.5 days**	**68.27 days**
OnCall Dispatch System Build 1	**15.6 days**	**87.4 days**
OnCall Dispatch System Build 1	3 days	90 days
Customer Build Out of Remaining Data	10 days	93 days
OnCall Dispatch Deployment and Response Planning Workshop	**18.25 days**	**108 days**
OnCall Dispatch Deployment and Response Planning Workshop	3 days	113.25 days

Customer Build Out of Remaining Data	10 days	116.25 days
OnCall Dispatch System Build 2	**14.75 days**	**131.25 days**
OnCall Dispatch System Build 2	3 days	133 days
Customer Build Out of Remaining Data	10 days	136 days
Configuration Phase	**512 days**	**0 days**
OnCall Dispatch Fundamentals for Core Team	**6 days**	**151 days**
COTS Interface Product Installation and Configuration	**151.63 days**	**0 days**
CommSys ConnectCIC Installation	**5.25 days**	**151.63 days**
OnCall Dispatch Configuration Consulting 1	**23.25 days**	**162 days**
OnCall Dispatch Configuration 1 Workshop	3 days	167.25 days
Customer configures OnCall Dispatch	10 days	175.25 days
OnCall Dispatch Configuration Consulting 2	**19.75 days**	**190.25 days**
OnCall Dispatch Configuration 2 Workshop	3 days	192 days
Customer configures OnCall Dispatch	10 days	200 days
OnCall Dispatch Configuration Consulting 3	**20 days**	**215 days**
OnCall Dispatch Configuration 3 Workshop	3 days	217 days
Customer configures OnCall Dispatch	10 days	225 days
OnCall Dispatch Workflow Review Workshop	**14 days**	**239 days**
OnCall Dispatch Workflow Review Workshop	3 days	240 days
Customer configures OnCall Dispatch	10 days	243 days
OnCall Dispatch Customer Rules Engine Configuration Workshop	**276 days**	**0 days**
CRE Configuration Workshop	3 days	263 days
Customer configures CRE	10 days	266 days

OnCall Dispatch | Mobile Unit Configuration Consulting Session - Law	**13 days**	**281 days**
OnCall Dispatch | Mobile Unit Law Configuration Session	1 day	283 days
Customer configures OnCall Dispatch | Mobile Unit	10 days	284 days
OnCall Dispatch | Mobile Responder Configuration - Law	**3 days**	**297 days**
OnCall Records Fundamentals for Core Team	**7.23 days**	**76.77 days**
OnCall Records System Configuration Workshop 1	**15 days**	**89 days**
OnCall Records Configuration Workshop 1	4 days	95 days
Customer configures OnCall Records	5 days	99 days
OnCall Records System Configuration Workshop 1 Follow-up Session	**5 days**	**104 days**
OnCall Records System Configuration Workshop 2	**14 days**	**114 days**
OnCall Records Configuration Workshop 2	4 days	119 days
Customer configures OnCall Records	5 days	123 days
OnCall Records System Configuration Workshop 2 Follow-up Session	**5 days**	**128 days**
OnCall Records System Configuration Workshop 3	**14 days**	**138 days**
OnCall Records Configuration Workshop 3	4 days	143 days
Customer configures OnCall Records	5 days	147 days
OnCall Records System Configuration Workshop 3 Follow-up Session	**5 days**	**157 days**
OnCall Records | Mobile Field Reporting (MFR) System Configuration Workshop	**19 days**	**167 days**
OnCall Records | Mobile Field Reporting (MFR) System Configuration Workshop	4 days	177 days
Customer configures OnCall Records	5 days	181 days

OnCall Records | Mobile Field Reporting (MFR) System Configuration Workshop Follow-up Session	**5 days**	**191 days**
OnCall Records State NIBRS Validation Installation	**2 days**	**162 days**
OnCall Records State NIBRS Validation Review	**1 day**	**164 days**
OnCall Records State NIBRS Reporting Installation	**2 days**	**165 days**
OnCall Records COTS Reports Review	**3 days**	**162 days**
OnCall Dispatch Archive Database Staging	**0.25 days**	**490.13 days**
OnCall Analytics - Dispatch Configuration	**7 days**	**490.38 days**
OnCall Analytics - Records Configuration	**5 days**	**162 days**
OnCall Analytics Admin and User Training - Dispatch	**14.63 days**	**497.38 days**
HxGN OnCall Analytics - User Training	3 days	503 days
HxGN OnCall Analytics - Admin Training	1 day	506 days
OnCall Analytics Admin and User Training - Records Class 1	**19 days**	**167 days**
HxGN OnCall Analytics - User Training	3 days	177 days
HxGN OnCall Analytics - Admin Training	1 day	180 days
OnCall Analytics User Training - Records Class 2	**14 days**	**186 days**
HxGN OnCall Analytics - User Training	3 days	192 days
OnCall Analytics User Training - Records Class 3	**15 days**	**200 days**
HxGN OnCall Analytics - User Training	3 days	207 days
OnCall Analytics User Training - Records Class 4	**15 days**	**215 days**
HxGN OnCall Analytics - User Training	3 days	222 days
Custom Interface Product Installation and Configuration	**308.13 days**	**0 days**
Standard Interface Product Installation and Configuration	**121 days**	**162 days**
Testing Phase	**406.13 days**	**84 days**

Test Plan Creation Workshop - OnCall Dispatch	**5 days**	**157 days**
Test Plan Creation Workshop - OnCall Records	**5 days**	**84 days**
Test Plan and Test Cases Development - OnCall Dispatch	**0 days**	**162 days**
Test Plan and Test Cases Development - OnCall Records	**0 days**	**129 days**
Customer Functional Testing - OnCall Dispatch	**100 days**	**389.88 days**
Customer Functional Testing	5 days	389.88 days
Customer Provides Blocker Error Report	5 days	394.88 days
Customer Executes Test Plan Post Blocker Error Resolution	5 days	484.88 days
Customer Functional Testing - OnCall Records	**40 days**	**399.88 days**
Customer Functional Testing	10 days	399.88 days
Customer Provides Blocker Error Report	5 days	409.88 days
Customer Executes Test Plan Post Blocker Error Resolution	5 days	434.88 days
Training Phase	**133.88 days**	**490.13 days**
Hexagon-Led Training	**73.88 days**	**490.13 days**
HxGN OnCall Dispatch System Administrator Training	6.88 days	490.13 days
HxGN OnCall Dispatch | Train-the-Trainer (TTT) Class 1	13 days	497 days
HxGN OnCall Dispatch | Train-the-Trainer (TTT) Class 2	9 days	510 days
OnCall Dispatch | Mobile Unit Train-the-Trainer (TTT) Class 1	6 days	519 days
OnCall Dispatch | Mobile Responder Train-the-Trainer (TTT) Class 1	4.5 days	519 days
OnCall Dispatch | Mobile Unit Train-the-Trainer (TTT) Class 2	5 days	525 days
OnCall Dispatch | Mobile Responder Train-the-Trainer (TTT) Class 2	3.5 days	525 days
OnCall Dispatch | Mobile Unit Train-the-Trainer (TTT) Class 3	5 days	530 days
OnCall Dispatch | Mobile Responder Train-the-Trainer (TTT)	3.5 days	530 days

Class 3		
OnCall Dispatch | Mobile Unit Train-the-Trainer (TTT) Class 4	5 days	535 days
OnCall Dispatch | Mobile Responder Train-the-Trainer (TTT) Class 4	3.5 days	535 days
OnCall Records Train-the-Trainer (TTT) Class 1	6.88 days	490.13 days
OnCall Records Train-the-Trainer (TTT) Class 2	5 days	497 days
OnCall Records Train-the-Trainer (TTT) Class 3	5 days	502 days
OnCall Records Train-the-Trainer (TTT) Class 4	5 days	511 days
OnCall Records Train-the-Trainer (TTT) Class 5	5 days	516 days
OnCall Records | Mobile Field Reporting (MFR) Train-the-Trainer (TTT) Class 1	10 days	521 days
OnCall Records | Mobile Field Reporting (MFR) Train-the-Trainer (TTT) Class 2	10 days	531 days
OnCall Records | Mobile Field Reporting (MFR) Train-the-Trainer (TTT) Class 3	10 days	541 days
OnCall Records | Mobile Field Reporting (MFR) Train-the-Trainer (TTT) Class 4	10 days	551 days
OnCall Records State NIBRS Report Generation Training	3 days	561 days
Xalt Developer Training	7 days	519 days
Customer-Led End User Training (60 calendar days)	**60 days**	**564 days**
Test and Training Environment Creation	**10.25 days**	**490.13 days**
Cutover Phase	**86 days**	**624 days**
Cutover Plan	**11.63 days**	**624 days**
Hexagon Delivers Draft Cutover Plan	0.13 days	625 days
Customer Reviews and Approves Cutover Plan	10 days	625.13 days
System Readiness Review	**1 day**	**635.63 days**

Cutover to Production Use	**11 days**	**639 days**
OnCall Records NIBRS Certification	**60 days**	**650 days**
Post Cutover Support (Week 2)	**10 days**	**650 days**
Post Cutover Support (Week 3)	**5 days**	**660 days**
30-day Reliability period	**7.5 days**	**665 days**

Attachment D – Training Curriculum

HxGN OnCall Dispatch | Advantage System Administrator Training (Qty: 1)

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

MAJOR TOPICS

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

PREREQUISITES

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

TRAINING DETAILS

Method	Conducted on site by Hexagon Personnel
Target Audience	Personnel responsible for administering and supporting the system
Duration	Four (4) Business Days
Student Capacity	Ten (10), with a maximum of one (1) student per workstation

HxGN OnCall Dispatch | Advantage Train-the-Trainer (Qty: 1)

HxGN OnCall Dispatch | Advantage Train-the-Trainer is a four (4)-day comprehensive course to familiarize communications personnel with the use of OnCall. Students will learn all of the essential functions of OnCall including navigating the application, entering and updating events, performing inquiries, handling units including updates and status changes, and communicating with other users. An introduction to the use of interfaces to such things as NCIC, state crime databases, and mobile units is also presented, if the interfaces are available. Students completing the course should have a good working knowledge of using HxGN OnCall Dispatch | Advantage.

This course also includes three (3) additional days of consulting to guide the Customer in developing its training plan and materials for end users.

MAJOR TOPICS

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

PREREQUISITES

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

TRAINING DETAILS

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

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

COURSE OVERVIEW

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

This course also includes two (2) additional days of consulting to guide the Customer in developing its training plan and materials for end users.

MAJOR TOPICS

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

PREREQUISITES

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

COURSE DETAILS

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

HxGN OnCall Dispatch | Mobile Responder Train-the-Trainer (Qty: 4)	
Mobile Responder training is a Train-the-Trainer course designed to train Agency trainers in the use of the Mobile Responder product.	
MAJOR TOPICS	
• Using Mobile Responder on Smartphone or tablet • Changing unit status • Submitting inquiries • Sending and receiving messages • Updating unit properties • Updating events • Informer queries	
PREREQUISITES	
• Responsibility for mobile computing operations • Assignment of at least one person who has been through OnCall Dispatch training to perform necessary dispatching and other CAD functions • Availability of customer specific Mobile Responder configuration • Availability of test or training Mobile Responder smartphone or tablet for use in class	
TRAINING DETAILS	
Method	Conducted on site by Hexagon Personnel
Target Audience	Designed for Mobile Responder Trainers
Duration	Four (4) Business Hours
Student Capacity	12

HxGN OnCall Records Train-the-Trainer (Qty: 5)

This course provides training for the agency-designated trainers. All modules will be reviewed and related to each department in the agency such as Records, Patrol, Investigations, Evidence, and other departments. The users review the modules, searching capabilities, reporting, and other features in OnCall Records.

MAJOR TOPICS

- Navigating in OnCall Records
- Understanding the OnCall Records tabs: Hone, Reports, Search, Master Indices, Investigations, Court, Jail Management, Traffic, Evidence Management, Department, and Other Info
- Understanding the Master Indices (Master Name, Master Vehicle, Master Location)
- Reviewing the OnCall Records Modules
- Understanding the Master Indices (Master Name, Master Vehicle, Master Location
- Linking data
- Configuring alerts
- Exporting search results
- Setting alerts
- Understanding workflow
- Combining Master Index records
- Using canned and Report Server reports
- Using the Record Properties menu
- Using the Records Linked menu

PREREQUISITES

- Introduction to Windows course or equivalent knowledge and familiarity with the Windows user interface
- Understanding of basic Public Safety terminology
- Knowledge of agency business processes
- Agency modules to be used have been identified
- OnCall Records configuration complete
- OnCall Records Acceptance Testing complete

TRAINING DETAILS

Method	Conducted on site by Hexagon Personnel
Target Audience	Agency trainers or end users
Duration	Four (4) Business Days
Student Capacity	Twelve (12), with a maximum of one (1) student per workstation

HxGN OnCall Records | Mobile Field Reporting Train-the-Trainer (Qty: 4)

The MFR Train-the-Trainer course is designed to teach agency trainers to enter, save, and submit reports to workflow using the MFR forms. It teaches trainers how to take advantage of RMS query capabilities. The course will also teach supervisors to access reports for review, enter comments on reports, and approve/reject reports. Students will learn how to use the RMS to search for and display data entered via the MFR.

MAJOR TOPICS

- Navigating in MFR
- Understanding the integration between MFR and OnCall Records
- User groups and roles
- Working in disconnected and connected mode
- Entering new reports
- Form commands
- Searching CAD for Calls for Service and Incidents
- Submitting Name and Vehicle searches
- Using form validation features and tools
- Entering supervisor review comments
- Using the Workflow
- Understanding required fields
- Importing data from MFR to the OnCall Records
- Training on the MFR forms
- Navigating in OnCall Records
- Searching in OnCall Records

PREREQUISITES

- Knowledge of agency report entry and understanding the approval business processes
- Completion of all MFR forms customization
- MFR users and permissions configured

TRAINING DETAILS

Method	Conducted on site by Hexagon Personnel
Target Audience	Agency trainers or end users
Duration	Four (4) Business Days
Student Capacity	Twelve (12), with a maximum of one (1) student per workstation

HxGN OnCall Records NIBRS Report Generation Training (Qty: 1)	
This course provides training for key personnel on the utilization of Hexagon NIBRS Reporting client.	
MAJOR TOPICS	
• Understanding the Statute table for NIBRS reporting • Understanding the mastcode table for NIBRS Data Elements • Navigating the Incident and Arrest/Juvenile Contact modules to identify NIBRS Data Elements for entry • Review of Federal Data Elements • Clearing NIBRS Validation errors	• Navigating the NIBRS Thin Client • Generating monthly NIBRS reports • Submitting monthly NIBRS reports • Complex scenarios • Understanding workflow
PREREQUISITES	
• NIBRS Reporting Installation Task complete • OnCall Records configuration complete • OnCall Records Customer Functional Testing complete	
TRAINING DETAILS	
Method	Conducted remotely by Hexagon Personnel
Target Audience	Agency end users
Duration	Two (2) Business Days
Student Capacity	Twelve (12), with a maximum of one (1) student per workstation

Xalt Developer Training (Qty: 1)

This Xalt training course is designed for customers who have purchased an Xalt Developer license who have an interest in configuring their own Xalt Systems (interfaces). The Training class will be comprised of general Xalt training and API specific training. Students will receive both classroom training and hands-on experience enabling them to build and manage interfaces using Xalt and the CAD/RMS API.

Upon successful completion, trainees will be able to take the core concepts/fundamentals and be able to configure simple-to-moderate interfaces in Xalt. With the foundational knowledge provided, trainees will be able to continue to use Xalt and build more complex interfaces over time, as that is the primary way to become a truly proficient user.

Please note the stated prerequisites and student capacity, as strict adherence is essential to the successful completion of this course.

MAJOR TOPICS

General Xalt Knowledge

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

API Knowledge

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

PREREQUISITES

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

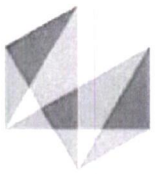
- Responsibility for the administration, support, and maintenance of Xalt and the systems/interfaces built within the application.
- Technical understanding of databases, XML, XSLT, XSD, and network communications.
- Working knowledge of Windows. This includes major networking components, including clients,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

TRAINING DETAILS

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

Attachment E-1 – OnCall Dispatch Specifications

[following this page]



HEXAGON

HxGN OnCall® Dispatch Suite

System Specifications

Release date: February 2025
Release version: 10.00.2409.1
Release type: On-premises and cloud
Released by: Hexagon Global Technology Center
Release method: Hexagon Global Software Delivery Process



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Overview of System Specifications

This document provides the specifications for hardware required to support the HxGN OnCall® Dispatch system.

Hexagon's Safety, Infrastructure & Geospatial division has developed the following hardware requirements with the best possible performance and safety in mind. These requirements are intended to provide the required performance during a large incident.

All recommendations, specifications, or directions are based on certain assumptions and theoretical facts, and are not definitive. Prior to final reliance, it is necessary to test all such recommendations, specifications, and directions against actual anticipated use/load, actual configuration/customization, actual interfaces, actual workflows, and other such particulars; and, it is further necessary to make such adjustments as are dictated by appropriate evaluation of test results.

HxGN OnCall Dispatch Server Specifications

The following information represents the proposed environment setup for the specified user load. The server machines below were used for an on-premises or infrastructure as a service (IaaS) deployment.

The current replica count with Interface Service Manager is 1:1.

Large (800 – 1500 OnCall Dispatch Users)					Medium (300 – 800 OnCall Dispatch Users)					Small (1 – 300 OnCall Dispatch Users)				
Component	**Servers**	**CPU**	**Memory**	**Series**	**Component**	**Servers**	**CPU**	**Memory**	**Series**	**Component**	**Servers**	**CPU**	**Memory**	**Series**
Web Tier	4	16 vCores	64 GB	D16asv5	**Web Tier**	3	8 vCores	32 GB	D8asv5	**Web Tier**	3	4 vCores	16 GB	D4asv5
Application Tier	6	16 vCores	128 GB	E16asv5	**Application Tier**	5	8 vCores	64 GB	E8asv5	**Application Tier**	3	4 vCores	32 GB	E4asv5
Interface Tier	2	8 vCores	32 GB	D8asv5	**Interface Tier**	2	8 vCores	32 GB	D8asv5	**Interface Tier**	2	4 vCores	16 GB	D4asv5
RabbitMQ Tier	3	8 vCores	32 GB	D8asv5	**RabbitMQ Tier**	3	4 vCores	16 GB	D4asv5	**RabbitMQ Tier**	3	4 vCores	16 GB	D4asv5
Data Tier	HA	8 vCores	512 GB	BCv8	**Data Tier**	HA	8 vCores	256 GB	BCv6	**Data Tier**	HA	8 vCores	256 GB	BCv4

Large (~1000 Mobile Responder Users)					Medium (~1000 Mobile Responder Users)					Small (~500 Mobile Responder Users)				
Mobile Tier	2	8 vCores	32 GB	D8asv5	**Mobile Tier**	2	8 vCores	32 GB	D8asv5	**Mobile Tier**	2	4 vCores	16 GB	D4asv5

Tier Definitions

Tiers	Modules
Web	Website, WebApi, RealTime.WebApi, Identity, Proxy
Application	BaseApps, BaseServices, Geocoding, RecommendUnit, etc.
Interface	RestAPI, CNS, Informer, DbArchive, Tracker, etc.
RabbitMQ	RabbitMQ instances
Mobile	OnCall Mobile Server (OMS) for Mobile Responder
Data	Database: SQL Server, Oracle, etc.

Pod Replicas

Large (up to 1200 Users)

Replicas	Service
8	RealtimeWebApi
6	UnitEvent
5	Geocoding
4	AdminCmd, CallTaker, ChangePub, ConfigSvr, EventCmnds, FeatureFlag, Identity, Logon, WebApi, StringSvr, Tracker, UnitCmnds, Website
2	All others

Medium (up to 600 Users)

Replicas	Service
4	AdminCmd, CallTaker, ChangePub, ConfigSvr, EventCmnds, FeatureFlag, Geocoding, Identity, Logon, RealTimeWebApi, WebApi, StringSvr, Tracker, UnitCmnds, UnitEvent, Website
2	All others

Small (up to 400 Users)

Replicas	Service
2	All services

Additional Mobile Server Information

- For larger sites, Hexagon recommends doubling HxGN OnCall Dispatch | Tracker services and increasing application servers.
- Hexagon recommends HxGN OnCall Mobile Server reside on its own server(s).
- RabbitMQ is required if your site is not using Google's Firebase Cloud Messaging (FCM) and can be installed either on the same server(s) as OnCall Mobile Server or on separate server(s).

  RabbitMQ for OnCall Mobile Server is a separate configuration from HxGN OnCall Dispatch and is only required if you are using the local notification service instead of the default push notification system from Google's Firebase Cloud Messaging (FCM).
- Hexagon recommends that back office communications, such as RestAPI and CNS, for OnCall Mobile reside on a separate server than interfaces.
- For production environments, Hexagon recommends configuring at least two instances of the following services:
  - InquiryModule
  - UnitCommandModule
- SQL Server is used to support OnCall Mobile Server. SQL Server must be installed and configured on the network and accessible from Mobile Server.
- MongoDB is a deprecated configuration option for existing site implementations only.
- Hexagon recognizes that a customer site may have this same configuration or a variation, impacting overall performance. For example, a customer may install other applications or services on the same server as OnCall Mobile Server. In doing so, additional system resources are consumed, reducing the number of users supported by one instance of OnCall Mobile Server. Examples of various configurations include, but are not limited to, the following:
  - All web services are installed on one server, while ISM services are installed on a second server.
  - OnCall Mobile Server installed on the same server(s) used by OnCall Mobile Unit clients.
  - OnCall Mobile Server installed on the same server(s) used by OnCall Dispatch.
  - OnCall Mobile Server installed on a dedicated server configured in a DMZ.

Database Considerations

HxGN OnCall Dispatch applications and their associated interfaces are database write\read intensive (65% write\35% read). Hexagon recommends that these systems (servers) are not shared with other common applications and that the servers be dedicated to HxGN OnCall Dispatch applications. The most likely single point of bottleneck in a database server is the IO sub-system. The focus with Hexagon's IO storage requirements is on the performance more than on the disk space; however, storage should accommodate a minimum of three footprints in size of the database to allow for creation and retention of local backups and configuration of high availability.

Hexagon strongly encourages customers to use Solid State Drives (SSDs) on their database servers. SSDs can provide significantly better performance than spinning drives.

Consider how much historical data users want to keep on the live system when deciding on disk space requirements. In particular, features such as attachments, GPS tracking data, and external query results can increase the space requirements. Users may want to place attachments, GPS tracking, and external query results onto separate disks since these tables can become large. For Oracle and SQL Server, the tables are specifically designed to be placed into separate tablespaces (Oracle) or filegroups (SQL Server) for performance and storage.

The size of your storage is dependent upon a couple of factors:

- Storing attachments, images, video, adorned event comments, and tracking data in the database or a separate database.
- The retention period for data in the live database. Typical retention period for live database is one to two years for most tables and one to three months for specific high volume tables.

When using a SAN to support a virtual environment, Hexagon recommends SSDs be used to meet the IOPs requirements. The ideal configuration would be a SAN that tiers data, meaning that it places the most active data on the fastest drives and less used data on slower drives.

HxGN OnCall Dispatch Archive Server

An archive database should be used to store years of data for reporting and for legal requirements, while keeping the live system pruned down to a smaller size to improve performance. The HxGN OnCall Dispatch reporting applications typically read data from an archive database. The retention period for the archive database is typically seven to ten years.

The Archive Database should be managed at the same size and scale as the Production Database. It should not reside on the same server as the Production Database.

RabbitMQ Servers

The HxGN OnCall Dispatch Website and Core Services rely on RabbitMQ for message brokering. RabbitMQ must be installed on Windows servers. To make RabbitMQ highly available, three servers are required. HxGN OnCall Dispatch does not persist to messages being passed through RabbitMQ for long periods of time, so a smaller disk size may provide acceptable results.

See the *RabbitMQ Installation and Configuration Guide* for more information on setting up RabbitMQ.

RabbitMQ does not scale horizontally. It must scale vertically.

Off-Site Backup HxGN OnCall Dispatch Servers

If an off-site HxGN OnCall Dispatch system performance is expected to match the system performance of the production HxGN OnCall Dispatch system, then the off-site system must be configured identically to the production system. If the off-site database server is going to be a synchronous replica with the primary database server, it must match the primary server configuration. Hexagon recommends that they be configured the same way.

HxGN OnCall Dispatch Client Specifications

The following specifications apply to both browser users and Electron application users.

For information on the browsers that were verified for this release, see the *HxGN OnCall Dispatch Supported Environments*.

HxGN OnCall Dispatch Clients

Item	Specification
Processors	i5 processor or greater (Minimum 4 cores)
Memory	16 GB minimum; 32 GB recommended
Internal Disk	80 GB or greater (Solid State is recommended but is not required.)[1]
OS	Windows 10 64-bit Windows 11 64-bit
Video	1920x1080 resolution display or better
Graphics Card	NVIDIA Quadro 4000 (2 GB GDDR5 PCI) Minimum: 256 MB PCI-Express x16 video card Recommended: • NVIDIA® QuadroTM K620 2 GB video card • High Performance: 2 x NVIDIA • GeForceTM GTX 970 4 GB video card • GPU Considerations: • Minimum of 2 GB of video RAM recommended • NVIDIA® Maxwell-based or better

Item	Specification
	GPU recommended • Intel® Quick Sync Video is recommended only if the Intel discrete graphics card is directly connected to a display device. • Two or more graphic cards can be used to support different monitors individually. To have the video decoding done on the card, at least one monitor must be connected to each card. NVIDIA SLI™ bridge is not supported.
Example Hardware	Dell OptiPlex 3000 series

[1] *The OS and HxGN OnCall Dispatch | Mobile Unit application require ~80 GB of space.*

HxGN OnCall Dispatch | Mobile Unit Clients

Item	Specification
Processors	i5 processor or greater (Minimum 4 cores)
Memory	16 GB minimum; 32 GB recommended[1]
Internal Disk	80 GB or greater (Solid State is recommended but is not required.)
OS	Windows 10 64-bit [2] Windows 11 64-bit
Video	1024x768 or higher resolution display Touch screen is recommended.
Ports	RS-232 Serial\USB
NIC	1 GB physical and Wireless (WiFi and/or Cellular) 3G or 4G is recommended of cellular wireless data connectivity, either built-in or attached using a USB port.
Example Hardware	Panasonic, Dell, or Samsung

[1]*Mobile Unit memory requirements are dependent on what other applications are being used, such as field-based reporting, third-party citation application, and so forth.*

[2] *Mobile Unit does not support Google® Android™ or Apple™ iOS™. It is a Windows-only product. Windows RT (Windows using ARM Processor) is not supported.*

HxGN OnCall Dispatch | Mobile Responder Clients

The following are the supported client devices for the Mobile Responder (also known as HxGN OnCall® Mobile) application:

- Apple Inc. devices (iPhone® and iPad®) with iOS™ 12.4 or greater (tested using iPhoneX, iPhone 13,15, iPad Mini, and iPad Air2)
- Google LLC Android™ devices with OS versions 10.0 or greater (tested using Samsung Galaxy S8 and Samsung Galaxy S24)

Certification has been performed on a limited number of devices due to the diversity in the Android market. Testing has been performed with the platforms and devices listed at the beginning of this section. While other devices are viable, Hexagon recommends testing with a single device before purchasing large quantities.

OnCall Mobile does not support the use of self-signed certificates. Android only supports certificates from a public certificate authority that the app can trust.

HxGN OnCall Dispatch | Tracker GPS Specifications

For information on Tracker GPS protocols, see the *HxGN OnCall Dispatch | Tracker GPS Format Guide*.

Video Responder and Security Guardian Specifications

The client specifications match the OnCall Dispatch client specifications outlined in this document. However, for those systems where clients will be heavily relying on video, it is strongly recommended that all clients have 32 GB RAM and dedicated video cards for optimal performance when dealing with streamed video. For servers, use the appropriate, standard OnCall Dispatch specifications.

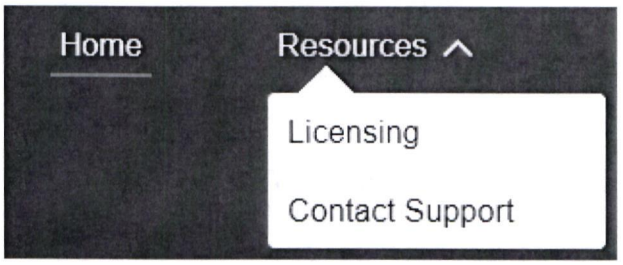
Technical Support

Hexagon's Safety, Infrastructure & Geospatial division provides several ways to contact Support, including online case submission and phone support. For general Hexagon information, call 800-345-4856 (US). For phone support, see the *Contact Support page https://supportsi.hexagon.com/help/s/contactsupport?language=en_US*.

Submit a Case Online

Hexagon provides an online method of requesting support 24/7.

1. Go to the *Support page https://hexagon.com/support-success/safety-infrastructure-geospatial*.
2. Click **Log in**.
3. Type your username and password, and click **Log in**.
4. From the **Resources** list, select **Contact Support**.



   The **Contact Support** page displays.
5. Click **Online case submission**.

Attachment E-2 – OnCall Records Specifications

[following this page]



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HxGN OnCall® Records

System Requirements

Release date: June 2025
Release version: 10.0
Release type: On-premises and cloud
Released by: Hexagon Global Technology Center
Release method: Hexagon Global Software Delivery Process



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Overview

This document describes the system requirements for HxGN OnCall® Records from Hexagon's Safety, Infrastructure & Geospatial division.

System Requirements

Prerequisites

- Windows Server® 2019 64-bit or later
- Microsoft SQL Server 2019 Enterprise or later
- Java Runtime Amazon Corretto 17 OpenJDK
- Apache Tomcat 9 distribution
- Apache ActiveMQ® or RabbitMQ® distribution

Database Server

	Minimum	Recommended
Processors	6 cores	10 cores
Memory	64 GB	128 GB
Disks—OS	300 GB of space	300 GB of space
Disk—DB/Logs	500 GB 5000 IOPS	1500 GB 15000 IOPS
Network	Single 10 Gb	Single 10 Gb

ⓘ Requires Windows Server 64-bit.

Application Server

	Minimum	Recommended
Processors	6 cores	10 cores
Memory	32 GB	64 GB
Disks—OS	300 GB of space	500 GB of space
Network	Single 1 Gb	Single 1 Gb

ⓘ Requires Windows Server 64-bit.

Client Workstations

Processors	I5 processor or greater (minimum 4 cores)
Memory	4-8 GB
Internal Disk	50 GB or greater (SSD recommended)
Operating System	Windows 11 64-bit or Max OS Sequoia
Video	Minimum 1920 x 1080 resolution

Attachment F – System Configuration Diagram

[following this page]

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County of Riverside, CA
OnCall Dispatch & OnCall Records
Hardware & Software Configuration

November 2025

System Overview

Color Legend

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

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Server Numbering Legend

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

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

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

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

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

MANAGEMENT PRODUCTION ENVIRONMENT:
- Domain Controller/DNS Server #1, 2
- Kemp Load Balancing Appliance
- System Management Server #1
- vCenter Server #1

MAPPING PRODUCTION ENVIRONMENT:
- Mapping Server #1, 2, 3 (Production)
- Mapping Staging Server

CAD PRODUCTION ENVIRONMENT:
- Database Server #1, 2 (CAD SQL AlwaysOn Cluster)
- Reporting Database Server (Read Only DB Copy)
- Archive Database Server #1a
- OnCall Message Queue Server #1a, 2a, 3a
- Web Server #1, 2
- Mobile Web Server #1, 2, 3, 4, 5
- Application Server #1a – 14a
- Communications/Interface Server #1a
- Communications/Interface Server #2a
- Communications/Interface Server #3a
- Communications/Interface Server #4a
- OnCall Analytics Reporting Server (with Data Warehouse)

RMS PRODUCTION ENVIRONMENT:
- Database Server #1, 2 (RMS SQL AlwaysOn Cluster)
- Reporting Database Server (Read Only DB Copy)
- OnCall Records Attachment Server #1
- Web Application Server #1, #2, 3, 4, 5 (Load Balanced)
- Communications/Interface Server #1a

MANAGEMENT DR ENVIRONMENT:
- Domain Controller/DNS Server #3
- Kemp Load Balancing Appliance
- System Management Server #2
- vCenter Server #2

MAPPING DR ENVIRONMENT:
- Mapping Server #1, 2, 3

CAD DR ENVIRONMENT:
- Database Server #3 (CAD SQL AlwaysOn Cluster)
- OnCall Message Queue Server #1c, 2c, 3c
- Web Server DR #1, 2
- Mobile Web Server DR #1, 2, 3, 4, 5
- Application Server #1b – 14b
- Communications/Interface Server #1c (Cold Backup)
- Communications/Interface Server #2c
- Communications/Interface Server #3c
- Communications/Interface Server #4c

RMS DR ENVIRONMENT:
- Database Server #3 (RMS SQL Always On Cluster)
- OnCall Records Attachment Server #2
- Communications/Interface Server #1c (Cold Backup)
- Web Application Server DR #1, 2, 3, 4, 5 (Load Balanced)

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

CAD TRAINING ENVIRONMENT:
- Training Database Server
- Training OnCall Message Queue Server
- Training Web Application Server
- E-Learning

RMS TEST ENVIRONMENT:
- Test Database Server
- Test Web Application Server
- Test Communications/Interface Server

RMS TRAINING ENVIRONMENT:
- Training Database Server
- Training Web Application Server
- E-Learning

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Hardware Specifications

Color Legend

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

Production

Site 1 Totals						
vCPUs (3:1)		Memory		Disk (TB)		IOPS
Provisioned	Required	Provisioned	Required	Provisioned	Required	
512	222	3,324	4,321	58	84	109,500

Disaster Recovery

Site 2 Totals						
vCPUs (3:1)		Memory		Disk (TB)		IOPS
Provisioned	Required	Provisioned	Required	Provisioned	Required	
332	144	1,952	2,538	14	20	26,500

Hexagon recommends Data at Rest Encryption per CJIS Security Policy sect 5.10.1.2.2
Mobile device VPN bandwidth minimum of 2,550 Mbps is required

Bill of Material			
Quantit	Make	Model	Description
4	* Kemp	VLM-5G	Load Balancers
1	HPE	DHCI Config 7	Config 7 HPE DHCI 4 Hosts 1024GB memory, 64TB Effective
1	HPE	DHCI Config 9	Config 9 HPE DHCI 5 Hosts 1536GB memory, 133TB effective
4	Microsoft	SQL 2022 Enterprise Edition w/ SA	OnCall Dispatch SQL Licenses
4	Microsoft	SQL 2022 Enterprise Edition w/ SA	** OnCall Dispatch SQL Licenses - operational reports
4	Microsoft	SQL 2022 Standard Edition W/SA	Dispatch Archive
2	Microsoft	SQL 2022 Developer Edition	Dispatch Test Database
2	Microsoft	SQL 2022 Standard Edition W/SA	Dispatch Training Database
6	Microsoft	SQL 2022 Enterprise Edition w/ SA	OnCall Analytics SQL Licenses
8	Microsoft	SQL 2022 Enterprise Edition w/ SA	OnCall Records SQL Licenses
8	Microsoft	SQL 2022 Enterprise Edition w/ SA	OnCall Records Readable Secondary SQL Licenses
1	Microsoft	SQL 2022 Developer Edition	Records Test Database
2	Microsoft	SQL 2022 Standard Edition W/SA	Records Test Database
1	Microsoft	Windows Datacenter for Config 7 & 8 288 cores (144 licenses)	Windows Datacenter 2 core packs of a quantity to support Config 7-8
1	Microsoft	Windows Datacenter for Config 9 384 cores (192 licenses)	Windows Datacenter 2 core packs of a quantity to support Config 9
1	VMware	VMWARE VSPHERE FOUNDATION 8 Config 7 & 8 256 cores	VMware for Config 7 & 8 256 physical core subscription license
1	VMware	VMWARE VSPHERE FOUNDATION 8 Config 9 384 cores	VMware for Config 9 384 physical core subscription license
4	ESRI	ESRI Licenses required	

**Kemp Load Balancers are required as part of the base solution; exceptions are not allowed.*

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Client Hardware Specifications

Color Legend

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

OnCall Dispatch Advantage Workstations

Recommended Specifications:
Windows 10/11 Professional
Modern Web Browser (Chrome)
CPU:
Quad core (or more) Intel i5, i7 or i9 - 8th Generation or later
Quad core (or more) AMD Ryzen 5, 7 or 9 - 2000 series or later
No ARM CPU architecture
Memory: 16GB min (32GB recommended)
Storage: 500GB (SSD recommended)
Display: Dual 21" 1920 x 1080 or larger
Graphics card: NVIDIA
Networking: 1GbE

OnCall Mobile Unit and Mobile Field Reporting Mobile Data Computers

Recommended Specifications:
Windows 10/11 Professional
Modern Web Browser (Chrome)
CPU:
Quad core (or more) Intel i5, i7 or i9 - 8th Generation or later
Quad core (or more) AMD Ryzen 5, 7 or 9 - 2000 series or later
No ARM CPU architecture
Memory: 16GB min (32GB recommended)
Storage: 500GB (SSD recommended)
Display: 1024 x 768 or higher, touchscreen recommended
Wired networking: 1GbE
Wireless networking: WiFi, built in or USB 4G LTE or 5G for cellular connectivity

OnCall Records Workstations - Windows

Recommended Specifications:
Windows 10/11 Professional
Modern Web Browser (Chrome)
CPU:
Quad core (or more) Intel i5, i7 or i9 - 8th Generation or later
Quad core (or more) AMD Ryzen 5, 7 or 9 - 2000 series or later
No ARM CPU architecture
Memory: 16GB min (32GB recommended)
Storage: 500GB (SSD recommended)
Display: 1920 x 1080 or larger
Networking: 1GbE

Mobile Responder Smartphones/Tablets

Recommended Specifications:
iOS™ 12 or greater
Google® Inc. Android™ devices with OS versions 9.0 or greater

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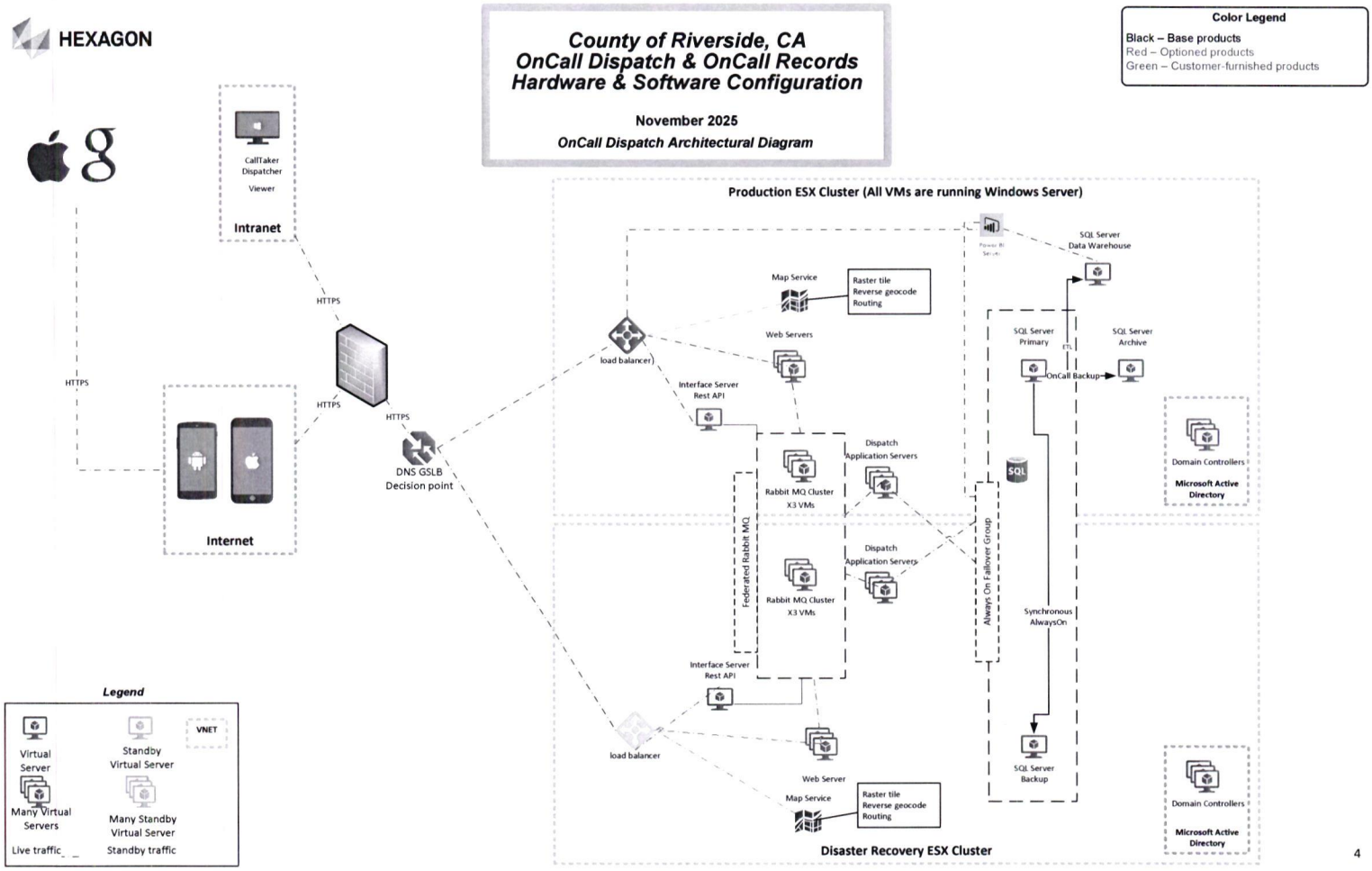
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OnCall Dispatch & OnCall Records
Hardware & Software Configuration

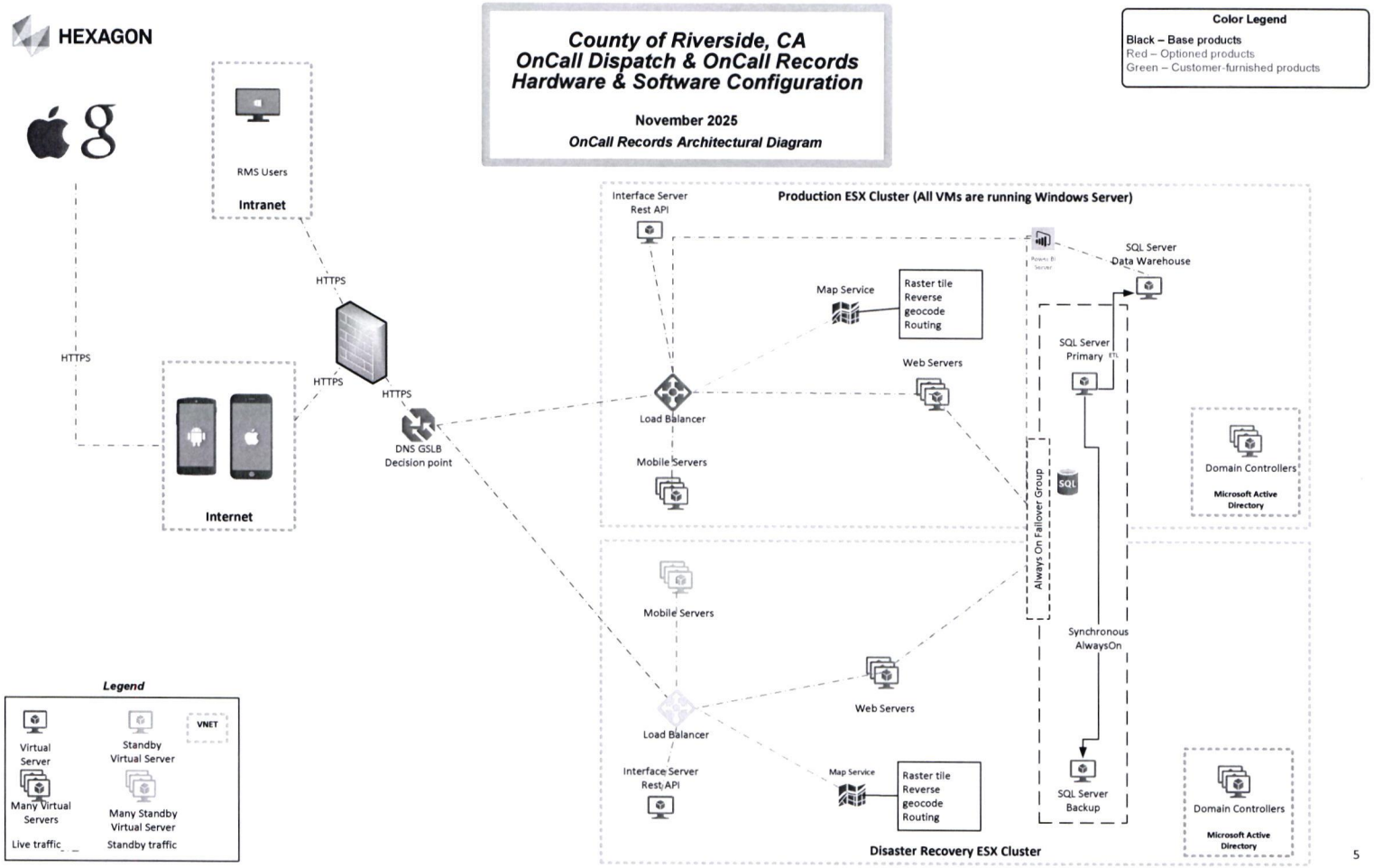
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OnCall Dispatch Architectural Diagram

Color Legend

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




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OnCall Dispatch & OnCall Records
Hardware & Software Configuration
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OnCall Records Architectural Diagram
Color Legend
Black – Base products
Red – Optioned products
Green – Customer-furnished products
RMS Users
Intranet
HTTPS
HTTPS
HTTPS
HTTPS
Internet
DNS GSLB
Decision point
Production ESX Cluster (All VMs are running Windows Server)
Interface Server
Rest API
Load Balancer
Mobile Servers
Map Service
Raster tile
Reverse
geocode
Routing
Web Servers
SQL Server
Data Warehouse
SQL Server
Primary
Always On Failover Group
Domain Controllers
Microsoft Active
Directory
Synchronous
AlwaysOn
SQL Server
Backup
Disaster Recovery ESX Cluster
Legend
Virtual
Server
Standby
Virtual Server
VNET
Many Virtual
Servers
Many Standby
Virtual Server
Live traffic
Standby traffic

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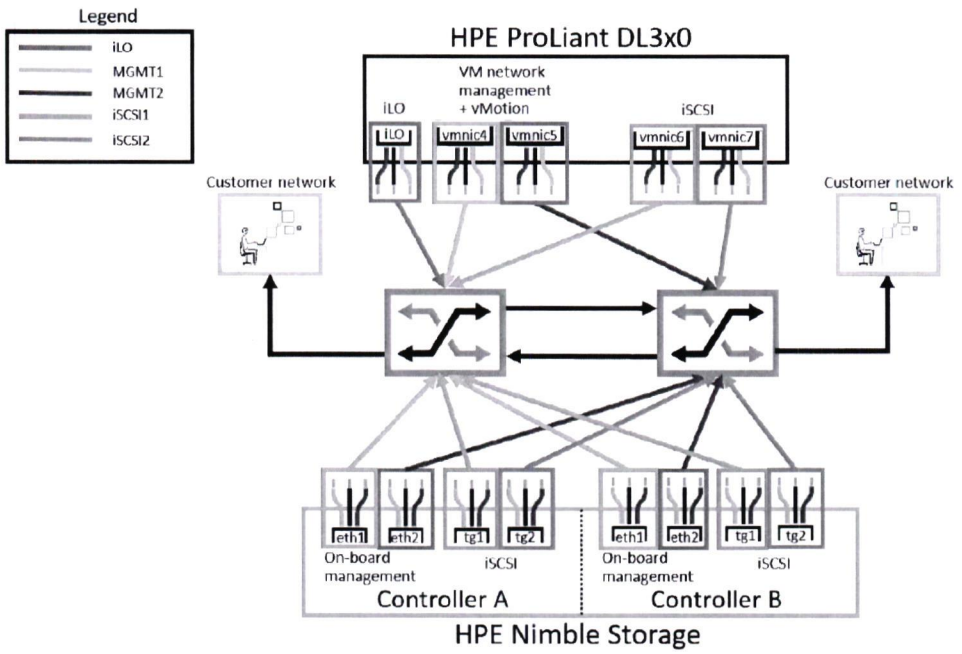
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HPE Diagram

Color Legend

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



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OnCall Dispatch Management & Mapping Environments

Color Legend

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

Production

OnCall Management Environment

Hexagon Domain

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

System Management Server #1
Windows Server

vCenter Server #1
Linux OVA
vCenter Server Standard

Kemp Load Balancing Appliance
Qty: 2

OnCall Mapping Environment

Mapping Server #1, 2, 3 (Production)
Windows Server
Esri Software
Qty: 3

Mapping Staging Server
Windows Server
Esri Software

Optional Disaster Recovery

OnCall Management Environment

Hexagon Domain

Domain Controller/DNS Server #3
Windows Server

System Management Server #2
Windows Server

vCenter Server #2
Linux OVA
vCenter Server Standard

Kemp Load Balancing Appliance
Qty: 2

OnCall Mapping Environment

Mapping Server #1, 2, 3 (DR)
Windows Server
Esri Software
Qty: 3

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OnCall Dispatch Production Environment

Color Legend

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

CAD MS SQL AlwaysOn Cluster

Database Server #1, 2

Windows Server
Microsoft SQL Server 2022 EE with SA
Intergraph Licensing Server

Qty: 2

Reporting Database Server (Read Only DB Copy)

Windows Server
Microsoft SQL Server 2022 EE with SA

For Riverside Sheriff Data Warehouse replica database access

Archive Database Server #1a

Windows Server
Microsoft SQL Server 2022 SE with SA
HxGN OnCall Dispatch | Backup

OnCall Message Queue Server #1a, 2a, 3a

Windows Server
RabbitMQ (OpenSource)

Qty: 3

Web Server #1, 2

Windows Server
IIS (included with Windows Server)
HxGN OnCall Dispatch | Advantage CCU **(Site License)**
HxGN OnCall Dispatch | Viewer CCU **(Site License)**
HxGN OnCall Dispatch | Resource Management CCU **(Site License)**
HxGN OnCall Dispatch | Advanced Mapping CCU **(Site License)**
HxGN OnCall Dispatch | Esri Map Control CCU **(Site License)**
HxGN OnCall Dispatch | Customer Rules Engine Adv Client **(Site License)**

Qty: 2

Mobile Web Server #1, 2, 3, 4, 5

Windows Server
HxGN OnCall Dispatch | Mobile Unit CCU **(Site License)**
HxGN OnCall Mobile Server **(Qty: 5)**
HxGN OnCall Dispatch | Mobile Responder CCU **(Site License)**

Qty: 5

Application Server #1a – 14a

Windows Server
ISM Services included with OnCall Dispatch

HxGN OnCall Dispatch | Customer Rules Engine Server **(Qty: 14)**

Qty: 14

Communications/Interface Server #1a

Windows Server
HxGN OnCall Dispatch | RestAPI
Xalt Runtime Engine

COTS Interfaces:
ANI/ALI Interface (included with OnCall Dispatch)
HxGN OnCall Dispatch | Informer **(Qty: 1)**
- CLETS/State/NCIC

HxGN OnCall Dispatch | Tracker CCU **(Qty: 2)**
- for 3SI

HxGN OnCall Dispatch | Call-Taker Interface **(Qty: 3)**
- for RapidSOS (location accuracy)
- TDD (Vesta)
- Prepared

HxGN OnCall Dispatch | Notifications **(Qty: 2)**
- Paging (email protocol)
- Workforce Management Plus Evidence Notifications (text protocol)

HxGN OnCall Dispatch | PTT
- to MCC7500

Standard Interfaces:
Body Worn Camera OnCall Interface
- Axon body worn camera (tagging)

RapidSOS OnCall Call-Taker Interface
External Alarms OnCall Interface **(Qty: 5)**
- ASAP to PSAP
- RapidSOS (alarms/alerts)
- ShotSpotter
- 3SI
- Prepared (Automated Non-Emergency Triage Specific)

Anti-Bias Reporting (California RIPA / AB953)
Dispatch Alerts OnCall Interface **(Qty: 3)**
- IAmResponding
- Axon FUSUS
- Prepared

CAD to CAD OnCall Dispatch Interface
- Team Awareness Kit (TAK)

Custom Interfaces:
Query Tyler JMS
Workforce Management Plus import

Consulting Services:
NiCE audio recorder
Flock ALPR

Third Party Product:
CommSys ConnectCIC (for NCIC/CLETS)
- ASAP

Communications/Interface Server #2a

Windows Server
HxGN OnCall Dispatch | RestAPI
ANI/ALI Interface (included with OnCall Dispatch)

Redundant copies are available for all proposed interfaces at an additional cost; however, implementation is subject to the customer's ability to provide connection to the applicable system.

Communications/Interface Server #3a

Windows Server
HxGN OnCall Dispatch | RestAPI

Communications/Interface Server #4a

Windows Server
HxGN OnCall Dispatch | RestAPI

OnCall Analytics Reporting Server (with Data Warehouse)

Windows Server
IIS (included with Windows Server)
Microsoft SQL Server 2022 EE with SA
Power BI Report Server (included with SQL EE with SA)
SQL Server Data Tools (download)

HxGN OnCall Analytics | Dispatch Advantage (with four add'l 2-core packs)
HxGN OnCall Analytics | Records Advantage (with four add'l 2-core packs)

HEXAGON

County of Riverside, CA
OnCall Dispatch & OnCall Records
Hardware & Software Configuration

November 2025

OnCall Dispatch Disaster Recovery Environment

Color Legend

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

CAD MS SQL AlwaysOn Cluster

OnCall Dispatch Database Server #3

Windows Server
Microsoft SQL Server 2022 EE with SA
Intergraph Licensing Server

OnCall Message Queue Server #1c, 2c, 3c

Windows Server
RabbitMQ (OpenSource)

Qty: 3

Web Server DR #1, 2

Windows Server
IIS (included with Windows Server)
HxGN OnCall Dispatch | Advantage CCU **(Site License)**
HxGN OnCall Dispatch | Viewer CCU **(Site License)**
HxGN OnCall Dispatch | Resource Management CCU **(Site License)**
HxGN OnCall Dispatch | Advanced Mapping CCU **(Site License)**
HxGN OnCall Dispatch | Esri Map Control CCU **(Site License)**
HxGN OnCall Dispatch | Customer Rules Engine Adv Client CCU **(Site License)**

Qty: 2

Mobile Web Server DR #1, 2, 3, 4, 5

Windows Server
HxGN OnCall Dispatch | Mobile Unit CCU **(Site License)**
HxGN OnCall Mobile Server **(Qty: 5)**

Mobile Responder does not have backup licenses available since it is a smartphone application. The production licenses would be redirected to the backup servers if the production servers were to be unavailable.

Qty: 5

Communications/Interface Server #1c (Cold Backup)

Windows Server
HxGN OnCall Dispatch | RestAPI
Xalt Runtime Engine

COTS Interfaces:
ANI/ALI Interface (included with OnCall Dispatch)
HxGN OnCall Dispatch | Informer **(Qty: 1)**
HxGN OnCall Dispatch | Tracker CCU **(Qty: 2)**
HxGN OnCall Dispatch | Call-Taker Interface **(Qty: 3)**
HxGN OnCall Dispatch | Notifications **(Qty: 2)**
HxGN OnCall Dispatch | PTT

Standard Interfaces:
Body Worn Camera OnCall Interface
RapidSOS OnCall Call-Taker Interface
External Alarms OnCall Interface **(Qty: 5)**
Anti-Bias Reporting (California RIPA / AB953)
Dispatch Alerts OnCall Interface **(Qty: 3)**
CAD to CAD OnCall Dispatch Interface

Third Party Product:
CommSys ConnectCIC (for NCIC)

Backup interface licenses are available for all proposed interfaces. However, implementation is subject to customer's ability to provide connectivity to the applicable system.

Application Server #1b - 14b

Windows Server
ISM Services included with OnCall Dispatch
HxGN OnCall Dispatch | Customer Rules Engine Server **(Qty: 14)**

Qty: 14

Communications/Interface Server #2c

Windows Server
HxGN OnCall Dispatch | RestAPI
ANI/ALI Interface (included with OnCall Dispatch)

Communications/Interface Server #3c

Windows Server
HxGN OnCall Dispatch | RestAPI

Communications/Interface Server #4c

Windows Server
HxGN OnCall Dispatch | RestAPI

HEXAGON

County of Riverside, CA
OnCall Dispatch & OnCall Records
Hardware & Software Configuration

November 2025

CAD Test & Training Environments

Color Legend

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

OnCall Dispatch Test Environment

CAD Test MS SQL AlwaysOn Cluster

Test Database Server #1, 2

Windows Server
Microsoft SQL Server 2022 DE
Intergraph Licensing Server

Qty: 2

Test Web Server #1, 2

Windows Server
IIS (included with Windows Server)
HxGN OnCall Dispatch | Advantage CCU **(Site License)**
HxGN OnCall Dispatch | Viewer CCU **(Site License)**
HxGN OnCall Dispatch | Resource Management CCU **(Site License)**
HxGN OnCall Dispatch | Advanced Mapping CCU **(Site License)**
HxGN OnCall Dispatch | Esri Map Control CCU **(Site License)**
HxGN OnCall Dispatch | Customer Rules Engine Adv Client **(Site License)**
HxGN OnCall Dispatch | Customer Rules Engine Editor **(Qty: 1)**
HxGN OnCall Dispatch | Customer Rules Engine Editor Adv **(Qty: 1)**

Qty: 2

Test OnCall Message Queue Server #1, 2, 3

Windows Server
RabbitMQ (OpenSource)

Qty: 3

Test Mobile Web Server #1, 2, 3

Windows Server
HxGN OnCall Dispatch | Mobile Unit CCU **(Site License)**
HxGN OnCall Mobile Server **(Qty: 3)**
HxGN OnCall Dispatch | Mobile Responder CCU **(Site License)**

Qty: 3

Test Communications/Interface Server #1

Windows Server
HxGN OnCall Dispatch | RestAPI
Xalt Runtime Engine
Xalt Developer Engine
External Alarms OnCall Dispatch Interface

Third Party Product:
CommSys ConnectCIC (for ASAP)

Test interface licenses are available for all proposed interfaces. However, implementation is subject to customer's ability to provide connectivity to the applicable system.

Test Application Server #1, 2

Windows Server
ISM Services included with OnCall Dispatch
HxGN OnCall Dispatch | Customer Rules Engine Server **(Qty: 2)**

Qty: 2

Test Communications/Interface Server #2

Windows Server
HxGN OnCall Dispatch | RestAPI

OnCall Dispatch Training Environment

Training Database Server

Windows Server
Microsoft SQL Server 2022 SE with SA
Intergraph Licensing Server

Training OnCall Message Queue Server

Windows Server
RabbitMQ (OpenSource)

Training Web Application Server

Windows Server
HxGN OnCall Dispatch | RestAPI
HxGN OnCall Dispatch | Advantage CCU **(Site License)**
HxGN OnCall Dispatch | Resource Management CCU **(Site License)**
HxGN OnCall Dispatch | Customer Rules Engine Adv Client **(Site License)**
HxGN OnCall Dispatch | Customer Rules Engine Server **(Qty: 1)**
HxGN OnCall Dispatch | Mobile Unit CCU **(Site License)**

Training interface licenses are available at an additional cost for all proposed interfaces. However, implementation is subject to customer's ability to provide connectivity to the applicable system.

E-Learning*

Dynamo Curriculum HxGN OnCall Dispatch Admin **(Qty: 12)**
- for core team training during the Project
Dynamo Curriculum HxGN OnCall Analytics Admin **(Qty: 12)**
- for core team training during the Project

**Each license lasts for one year and can be renewed upon request.*

HEXAGON

County of Riverside, CA
OnCall Dispatch & OnCall Records
Hardware & Software Configuration

November 2025

RMS Production Environment

Color Legend

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

OnCall Records MS SQL Always On Cluster

Database Server #1, 2

Windows Server
Microsoft SQL Server 2022 EE with SA
Intergraph Licensing Server

Reporting Database Server (Read Only DB Copy)

Windows Server
Microsoft SQL Server 2022 EE with SA

For Riverside Sheriff Data Warehouse replica database access

OnCall Records Attachment Server #1

Windows Server
Microsoft Distributed File System (DFS)
(Included with Windows)

Web Application Server #1, 2, 3, 4, 5 (Load Balanced)

Windows Server
Microsoft Office
Apache Tomcat (no charge)
HxGN OnCall Records CCU **(Site License)**
HxGN OnCall Records | Mobile Field Reporting CCU **(Site License)**

Qty: 5

Communications/Interface Server #1a

Windows Server
Xalt Runtime Engine
Federal/State NIBRS

Standard Interfaces:
Coplogic Records Interface

Custom Interfaces:
Import Accidents from CrossRoads
Import Citations from CrossRoads
AFIS/Livescan (Idemia) bidirectional
IAPro BlueTeam export
Journal Technologies Court bidirectional (warrants)
Journal Technologies Court export (citations)
Journal Technologies Court bidirectional (case disposition)
Tyler JMS bidirectional
Axon Evidence.com

RMS Vendor Views:
LInX
Riverside County Sheriff Data Warehouse

Informer-Related Interfaces:
NCIC/CLETS/State
Query Parole LEADS
Query Riverside County Probation System
Query CAPSS (California Pawn)
Query Legacy Tiburon RMS

Third Party Product:
Clevest Enterprise Mobility Platform - Platinum

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County of Riverside, CA
OnCall Dispatch & OnCall Records
Hardware & Software Configuration

November 2025

RMS Disaster Recovery Environment

Color Legend

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

OnCall Records
MS SQL Always On Cluster

OnCall Records Database Server #3

Windows Server
Microsoft SQL Server 2022 EE with SA
Intergraph Licensing Server

Web Application Server DR #1, 2, 3, 4, 5
(Load Balanced)

Windows Server
Microsoft Office
Apache Tomcat (no charge)
HxGN OnCall Records CCU **(Site License)**
HxGN OnCall Records | Mobile Field Reporting CCU **(Site License)**

Qty: 5

OnCall Records Attachment Server #2

Windows Server
Microsoft Distributed File System (DFS)
(Included with Windows)

Communications/Interface Server #1c
(Cold Backup)

Windows Server
Xalt Runtime Engine
Federal/State NIBRS

Standard Interfaces:
Coplogic Records Xalt Interface

Third Party Product:
Clevest Enterprise Mobility Platform - Platinum

Backup interface licenses are available for all proposed interfaces. However, implementation is subject to customer's ability to provide connectivity to the applicable system.

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County of Riverside, CA
OnCall Dispatch & OnCall Records
Hardware & Software Configuration

November 2025

RMS Test & Training Environments

Color Legend

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

OnCall Records Test Environment

Test Database Server

Windows Server
Microsoft SQL Server 2022 DE

Test Web Application Server

Windows Server
Microsoft Office
Apache Tomcat (no charge)
HxGN OnCall Records CCU **(Site License)**
HxGN OnCall Records | Mobile Field Reporting CCU **(Site License)**

Test Communications/Interface Server

Windows Server
Xalt Runtime Engine
Xalt Developer Engine – 2nd install

Test interface licenses are available for all proposed interfaces. However, implementation is subject to customer's ability to provide connectivity to the applicable system.

OnCall Records Training Environment

Training Database Server

Windows Server
Microsoft SQL Server 2022 SE with SA

Training Web Application Server

Windows Server
Microsoft Office
Apache Tomcat (no charge)
HxGN OnCall Records CCU **(Site License)**
HxGN OnCall Records | Mobile Field Reporting CCU **(Site License)**

Training interface licenses are available at an additional cost for all proposed interfaces. However, implementation is subject to customer's ability to provide connectivity to the applicable system.

E-Learning*

Dynamo Curriculum HxGN OnCall Records Admin **(Qty: 12)**
- for core team training during the Project

**Each license lasts for one year and can be renewed upon request.*

HEXAGON

County of Riverside, CA
OnCall Dispatch & OnCall Records
Hardware & Software Configuration

November 2025

Notes

Color Legend

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

Client Notes:

1. Hexagon recommends the Customer have a dedicated highly available separate instance of the map for OnCall to access. However, OnCall Dispatch Advantage can use the Customer's map source via a URL provided by the Customer.

General Notes:

1. Hexagon assumes that the Local Area Network (LAN), the wide area network (WAN), Active Directory, and Domain Name System (DNS) infrastructure will be provided and staged by the Customer. Each web client connection consumes roughly 2-5 Mbps, so the network between the clients and the web server must have sufficient capacity to handle all concurrent clients.
2. All workstations, PCs, laptops, and specified peripheral hardware provided by the Customer are assumed to meet the specifications delineated on this diagram.
3. Hexagon assumes that the Customer will provide WAN communications, including wireless network communications.
4. Hexagon recommends VMware for virtualized servers and as such that the mirrored databases do not reside on the same physical host server. vSphere Enterprise Plus or higher licensing is encouraged for using Distributed Resource Scheduling (DRS) to allow for affinity rules to keep databases separate and balance the system load during peak utilization. VMware and Microsoft require 10GB Ethernet connectivity for vMotion of SQL Always On Availability Group virtual machines.
5. The hardware specifications provided in this diagram do not account for the capacity that may be required for converted data.
6. This configuration depicts the system designed for automatic failover from the primary site to a secondary site. The capability for automatic failover between sites is dependent upon the Customer's network having less than 10 millisecond (ms) latency between the servers across sites, including, the latency between all of the DBs in a cluster and the Interface Servers 1a and 1b must be less than 10ms. In the event the Customer is unable to meet this network requirement, then the system should be updated to move automatic failover within the primary site only.
7. This Configuration Diagram illustrates the proposed hardware and software configuration at the time of submission. During implementation, the Hexagon Implementation Team, or a Hexagon subcontractor, may alter this configuration to reflect the negotiated system or alter the location of software to take advantage of efficiencies determined following submission.
8. Non-production interface licenses are available for proposed interfaces. However, implementation is subject to Customer's ability to provide connection to the applicable system. All third-party external interface connections required for non-production Environments are the responsibility of the Customer and/or third-party vendor(s).
9. The OnCall test environment is sized for functional testing. If the Customer desires to perform load testing in the test environment, then the specifications in this configuration diagram will need to be re-evaluated and adjusted.
10. HxGN OnCall Mobile Server is a no-cost administration tool used to manage the Mobile Responder app.
11. CCU refers to concurrent client user.
12. Hexagon assumes that the customer will provide all client access licenses (CALs) to maintain system compliancy with Microsoft policy.
13. **Xalt Developer Note**: Hexagon's Xalt Developer Engine and associated training courses is included to allow the Customer to be able to create interfaces as they need. Xalt interfaces, whether Hexagon developed or Customer developed, will reside on the Production Interface Server.
14. Hexagon assumes that the Customer will provide a rack with sufficient space, power, and cooling.
15. The Operational Reports component of OnCall Dispatch is normally configured to point to the archive server, which is normally 5-15 minutes behind production on information. For those customers that find this acceptable, the read-only reporting replica is not required. For those that feel the need to have the data pulled directly from live or those that plan to create additional customized operational reports, the read-only replica is recommended to prevent performance impacts from malformed reports.

Attachment G-1 – Technical Matrix

[following this page]

National Public Safety Group
Requirements Evaluation Matrix
Riverside County, CA Sheriff's Office

VENDOR COMPLETING THIS MATRIX:
Hexagon

Agency Logistics	
Population served:	2,439,234 (as of 2023)
Current CAD system vendor:	Eyring
Current Mobile:	In-house (developed by Riverside County)
Current Law RMS:	CentralSquare (Tiburon)
Current JMS (RSO refers to their JMS as JIMS):	Original code modified and maintained by Riverside County.
Number of CAD positions:	**RSO:** 22 CAD positions (20+ 2 supervisor) on the lower floor (call takers), 16 positions (14+ 2 supervisor) on the upper floor for radio dispatching operations. **Coachella Valley:** 1 Supervisor and 5 call taking and 5 radio console positions. **Colorado River Station:** 1 call taker position
Annual number of calls dispatched:	In 2022, the RSO centers received 1.6 million calls, of which 856,679 were dispatched
Is this a Primary PSAP?:	Yes
Is there a back-up dispatch center?:	**Palm Desert:** Backup to Riverside County and Primary PSAP. **Ben Clark Training Center:** 6 positions and 1 supervisor console.
Do they have separate call takers and dispatchers?:	Yes
Do they have GIS staff or do they use a vendor?:	3 staff dedicated to GIS
Is the Dispatch Center its own government entity?:	No
If no, specify the governing agency:	Riverside County Sheriff's Office
Do any calls get transferred to other dispatch centers?:	Riverside County Fire Dispatch (for fire and EMS)

E-911 vendor:	Vesta (Motorola)
Radio system vendor:	Motorola and Harris
User Counts	**Answer**
Approximate CAD Users:	130 call takers and dispatchers, 23 Supervisors
Approximate Mobile Users:	Approximately 1,170
Approximate RMS Users:	Approximately 4,700
Approximate JMS Users:	Approximately 1093

Matrix Submission Instructions
Please respond to each line item requirement by placing an X in the appropriate column to indicate your response
Comply: This indicates the proposed solution meets all aspects of the requirement. **Comments:** Vendors are strongly encouraged to further explain how their solution satisfies the matrix requirement item.
Does Not Comply: This indicates the proposed solution does not meet the requirement. **Comments field:** Vendors are encouraged to explain why their solution does not meet the requirement.
Partially Comply: This indicates the proposed solution meets part of the requirement. **Comments field:** Vendors **must** provide details indicating which part of the requirement cannot be met by the proposed solution and how the vendor partially complies (e.g., in conjunction with a third-party solution, "workaround", etc).
Will Comply: This indicates that while the proposed solution does not currently meet the requirement, the vendor will comply with the requirement item. **Comments field:** Vendors **must** explain how their solution will comply (e.g., if this is a future development roadmap item - including the approximate date of expected compliance, if it is an item the vendor is willing to develop and provide as a contract deliverable, if the solution can be used in conjunction with a third-party application or "workaround" to achieve full compliance, etc.).
The Excel version of this matrix must be included with your proposal submission

Item Number	Module/Description of Requirement	Comply	Does not Comply	Partially Comply	Will Comply	Comments
General CAD Functionality						
1.00	The proposed solution must have the ability to accommodate single and multi-agency / multi-discipline call taking and dispatching operations for law, fire and EMS.	X				
2.00	The proposed solution must have the ability to dispatch law, fire, EMS units from the same call for service window (where applicable and if desired).	X				
3.00	The proposed solution must have the ability to limit dispatch only fire and/or EMS, or only law enforcement from agency-defined call for service windows.	X				
4.00	The proposed solution must allow for multiple agencies of the same discipline to be recommended for the same call.	X				
5.00	The proposed solution must have the ability to comply and maintain compliance with published NENA NG-911 standards.	X				
6.00	The proposed solution must have the ability to capture all CAD transactions in an audit log.	X				
6.01	The audit log settings must be agency-configurable. Agency-controlled settings must include items such as: Adding authorized viewers, purging / archiving the log, setting the granularity of the log.			X		Audit enablement tracks every change within the administration tool and does not offer granularity controls. OnCall Dispatch services which support the run time of the application do have multiple levels of logging which agencies can use to assess performance of services.
7.00	The proposed solution must support audit logs to track all changes made in the system for:					
7.01	User-identification changes	X				
7.02	Values with before and after changes	X				
7.03	Date and time changes	X				
7.04	Type of change made	X				
8.00	The proposed solution must not permit any user modification to audit log data.	X				
9.00	The propsed solution must provide a method to audit all queries (such as the user who performed the query, what query was performed, and date / time of query).	X				All Informer queries are logged in this manner.
10.00	The proposed solution must have the ability for each agency on the system to have a unique identifier regarding incident numbers created from a call for service.	X				
11.00	The proposed solution must have the ability to support a web CAD viewer for viewing calls and units (including cleared calls and unit history).	X				
12.00	The proposed solution must provide a public portal for the display of calls for service to the public. The system should allow for time-delaying the data and displaying a sanitized version of the CFS.			X		The client can create the desired reports and determine what data to include. The client can export the report and manually publish on their public site.

13.00	The proposed solution must have the ability to integrate directly with CAD, Mobile, Field Reporting, and JMS for data transfers, where applicable (including alerts and hazards). If the solution is "best of breed", they must fully integrate with all applications in real-time.	X				
14.00	The proposed solution must have the ability to support remote access to the CAD system.	X				
15.00	The proposed solution must have the ability to perform the following via remote access:					
15.01	Monitor and create calls	X				
15.02	Run queries, monitor AVL units, Dispatch calls	X				
16.00	The proposed solution must have "Rolodex-style" or similar functionality for maintaining general contact information and grouped by category. This should also be accessible from the command line.	X				
17.00	The proposed solution must have notepads or similar functionality for maintaining general information. This should also be accessible from the command line, with the ability to add attachments and hyperlinks (e.g., for agency guidelines and procedures).			X		There is not a function within the application that provides general note-taking, other than (1) what is available to add to an event (comments, supp info, attachments), or (2) within an SOP, which can also provide general information and attachments (however, it is also event based, the information is stored on an event for which an SOP is defined). The Contact Directory may also provide the ability to store notes and attachments as they related to People and Places.
18.00	The proposed solution must have the ability to track or integrate with tools used for employee assessment (critical incident stress calls, etc.).	X				OnCall has the ability to provide such integration. Specific interface requirements would need to be evaluated on a case-by-case basis.
19.00	The proposed solution must have the ability to support a CAD offline mode for users to enter calls and related information when CAD is offline or disconnected from the network.		X			Hexagon welcomes further discussion on this requirement as we are developing a product called HxGN OnCall Dispatch | Offline which may be able to address this line item. If required, Hexagon can provide a quote upon request.
20.00	The proposed solution must have the ability for the call for service window to provide for separate persons and vehicles tabs or entry areas for efficient entry, viewing, searching, and reporting.	X				
CAD User Interface						
21.00	The proposed solution must have the ability to configure the graphical user interface at the following levels:					
21.01	User-specific	X				
21.02	Agency-specific	X				
22.00	The proposed solution must have the ability to configure the following: *(Note: if certain features are configurable at only the user or agency level, indicate as such in the "Comments" field).*					

22.01	Font, size and colors			X		Remarks within an event can be configured with colors and formatting. Otherwise, font cannot be changed.
22.02	Window background color, sizes, and locations			X		Window sizes and locations can be preset by agency, but also modified by users as they can have multiple browser windows. For window background, there is only day and night mode.
22.03	Order in which fields and columns are displayed	X				The order in which fields are displayed is only done at the agency level, not by the user.
23.00	The proposed solution must have the ability for the agency to define which options are configurable by users.			X		Hexagon clarifies some, but not all, options are configurable by the user.
24.00	The proposed solution must have the ability to designate workstation roles and limit modification / data entry features (e.g., an agency supervisor may view calls only but not modify calls).	X				
25.00	The proposed solution must have the ability for the agency to define fields that are mandatory to display in status windows.	X				
26.00	The proposed solution must allow users to detach, move and resize all panels / windows.			X		Browser windows/tabs can be resized, as can some pop-up windows within the application. However, not all windows or parts of windows can be resized.
27.00	The proposed solution must have the ability to save panel / window configurations based on user (e.g., not workstation-specific).	X				
28.00	The proposed solution must have the ability to reset the screen configuration to default settings.	X				
29.00	The proposed solution must have the ability to maintain configuration settings during upgrades.	X				
30.00	The proposed solution must have the ability to support MS Windows-like functionality, including but not limited to:					
30.01	Minimize / maximize windows and panels	X				
30.02	Have multiple windows open simultaneously	X				
31.00	The proposed solution must have the ability to display system messages without affecting work in progress.	X				
32.00	The proposed solution must have the ability to display multiple call windows (queues) simultaneously, allowing for each to be configured and filtered differently, as desired by the user	X				
33.00	The proposed solution must have the ability to monitor an unlimited number of calls.	X				
34.00	The proposed solution must have the ability to monitor an unlimited number of units.	X				
35.00	The proposed solution must have the ability to display multiple call and unit status windows.	X				
36.00	The proposed solution must have the ability for any user to exchange or "swap" dispatch positions and user call responsibility during a call.	X				

37.00	The proposed solution must have the ability to configure the unit designators (numbers) naming convention and to define the structure with alpha and numeric combinations.	X				
38.00	The proposed solution must have the ability for dispatch personnel with the proper security level, to create new unit designators (numbers) in real time.	X				
39.00	The proposed solution must have the ability to create a new area designator or agency designator in real time. This would include setting administrator security permissions to add and/or update new designators and/or agencies.	X				
40.00	The proposed solution must have the ability for system administrators to define CAD / Mobile workstations and to define the type of workstation, i.e., call taker, radio dispatcher, query user.	X				
CAD Mapping						
41.00	The proposed solution must use consistent ESRI mapping (the same geofile) throughout all applications for system-wide address verifications.	X				
42.00	The proposed solution must have the ability to view calls and units on the CAD mapping display.	X				
43.00	The proposed solution must have the ability to view the CAD map in a separate window.	X				
44.00	The proposed solution must have the ability to allow users to configure map views including, but not limited to:					
44.01	Map layers visible	X				
44.02	Font size	X				Hexagon clarifies this is possible for authorized users.
44.03	Level of detail, based on zoom view	X				Details available at each zoom level are dependent upon map provider.
44.04	Screen size	X				Hexagon clarifies this is possible for authorized users.
45.00	The proposed solution must have the ability to use a mouse to select a point at any zoom level and have the street name and latitude / longitude information displayed.	X				
46.00	The proposed solution must have the ability to support the import of mapping information from an ESRI ArcGIS Server.	X				
47.00	The proposed solution must have the ability for GIS data to be updated from an ESRI ArcGIS Server.	X				
48.00	The proposed solution must have the ability to integrate oblique aerial (overhead) photography layers.	X				
49.00	The proposed solution must have the ability to map incoming 9-1-1 calls and zoom / center the map on the caller location when a call is answered.	X				
50.00	The proposed solution must have the ability to label all call locations on the map with the CAD call number.	X				

51.00	The proposed solution must have the ability to distinguish between Phase I, Phase II, and RapidSOS calls on the map by using different symbols, colors and/or text.	X				Hexagon has included multiple interfaces to RapidSOS: (1) OnCall Dispatch | Call-Taker Interface and RapidSOS OnCall Call-Taker Interface (for location accuracy functionality), and (2) External Alarms OnCall Dispatch Interface (for alarms / alerts functionality). Please refer to Attachment 4 H of the SOW for more details about included interfaces.
52.00	The proposed solution must have the ability to distinguish between other different types of calls including text to 911 calls (using RapidDeploy), and landline calls from businesses and residences.		X			Hexagon has the ability for this, but needs information on the vendor and workflow to ensure the proper interface is scoped. Per negotiations discussions, Hexagon understands this interface is no longer required so it has been removed from the scope.
53.00	The proposed solution must have the ability for the map to display certainty data regarding Phase II.		X			This is not shown for Phase II, but it can be shown for RapidSOS locations.
54.00	The proposed solution must have the ability to display the call location on the map when a user opens a call.	X				
55.00	The proposed solution must have the ability to view on the map locations of:					
55.01	All pending and dispatched calls for service	X				
55.02	Units based on AVL or last known locations	X				
56.00	The proposed solution must have the ability to hover / click on the map and display:					
56.01	Call location	X				
56.02	Call number	X				
56.03	Units assigned to call	X				
56.04	Call type	X				
57.00	The proposed solution must have the ability for a user to modify the call location and subsequently undergo the address verification process.	X				
58.00	The proposed solution must have the ability to provide users with the following map navigation functionality:					
58.01	Pan and zoom	X				
58.02	Return back to previous or default map view	X				
59.00	The proposed solution must have the ability for users to update / modify map displays (e.g., preset default zoom levels and views).	X				
60.00	The proposed solution must have the ability for the map to center on and zoom to the call location upon call entry.	X				
61.00	The proposed solution must have the ability to center the map display on:					
61.01	Call location	X				
61.02	Last known location of a unit (AVL or unit status)	X				

61.03	Specified geographic area	X				
61.04	Unit / device activating emergency button	X				
62.00	The proposed solution must have the ability to display hyperlinks to view IP-based cameras on the map.	X				OnCall does provide the ability to display such hyperlinks; however, we require a list of the IP-based cameras so the requirement can be fully evaluated. In some cases Hexagon services may be required to configure this for the RSO, which has not been scoped. Hexagon welcomes further discussion on this requirement as our OnCall Dispatch | Video Responder product (not proposed) may also be able to provide related functionality. However, Hexagon would require additional discussion about the desired workflow as well as API documentation from the camera provider in order to scope the necessary interface.
63.00	The proposed solution must have the ability to have drone and RSO aircraft feeds automatically associated with a unit hyperlinked icon on the map, to open as the user clicks on the unit..		X			Per negotiations discussions, Hexagon understands RSO will use FUSUS to track drone/aircraft location and feeds so Tracker licenses for this are no longer scoped.
64.00	The proposed solution must have the ability to click on a location on the map and view supplemental information (e.g. building pre-plan documents, alerts / hazards), parcel information, etc.).	X				
65.00	The proposed solution must have the ability to accommodate an unlimited number of map layers.	X				This is based on the agency-provided map data source and configured routing service.
66.00	The proposed solution must have the ability for GIS administrators to add GIS layers as needed.	X				
67.00	The proposed solution must have the ability to define which layers end-users are able to turn off and on.	X				
68.00	The proposed solution must have the ability for agency to assign multiple grids to a response area.	X				This is based on the agency-provided map data source and configured routing service.
69.00	The proposed solution must have the ability for GIS administrators to add and edit response boundaries (e.g., Law, Fire, EMS).	X				
70.00	The proposed solution must have the ability perform map updates to the system without system downtime.	X				
71.00	The proposed solution must have the ability to test new GIS updates "offline" for accuracy and errors, prior to updating the "live" GIS.	X				This is managed by the agency.
72.00	The proposed solution must have the ability for GIS updates to be applied to the system without requiring users to log off and log back onto the system.	X				

73.00	The proposed solution must have the ability to attach premise information (e.g., hazards and gate codes) to addresses.	X				
74.00	The proposed solution must have the ability to support integration with ESRI Field Maps, Mission Manager, Quick Capture, Survey 123 (either consume as a map service and/or interface to view / utilize each component).			X		Hexagon needs to understand how each of these solutions provide elements for display in the OnCall suite. Generally, if the data is in a compatible format, it can be displayed as a layer or in the case of video it can attached in a standard format to an Event. More discussion is needed to understand the workflows and desired outcomes. HxGN OnCall Dispatch utilizes mapping services to access customer data in its native format. We support commonly deployed geospatial services (i.e., routing, geocoding and visualization) OnCall Dispatch uses a map provider model that is plug and play. High level features include: - Mapping as a service means flexibility that allows for selection of a map provider based on supported format - Esri ArcGIS Server, Esri ArcGIS Online, Azure Maps, Open Source or another supported provider that supports WFS - TMS- Tiled Map Services or OGC compliant source - We support standards-based access to geospatial data – OGC-Open Geospatial Consortium and WFS-Web Feature Standard
General Data						
75.00	The proposed solution must have the ability to support entries in CAD via:					
75.01	Mouse	X				
75.02	Command line	X				
75.03	Function keys / hot keys	X				
76.00	The proposed solution must have the ability to click on the map and transfer the location into the address field of a call entry screen.	X				
77.00	The proposed solution must have the ability to support dropdown lists and type-ahead auto completion for items in the pick-list.	X				
78.00	The proposed solution must allow for selection of items from a dropdown pick list by keyboard navigation and the mouse.	X				

78.01	Command line and keyboard function keys should be the default method to navigate within the CAD application (This will allow the dispatcher's hands to remain on the keyboard for all functions. Utilization of a mouse as an option is also encouraged. Mobile users also rely heavily on command line and function keys and require this same functionality, as well as touch screen).	X				
79.00	The proposed solution must have the ability to provide word processing capabilities on narrative / comment fields, including text wrap, copy/paste, and spell check.			X		Hexagon clarifies that OnCall does not support full word processing capabilities. At remark entry, users can set predefined formatting and style of font display. OnCall also supports text wrapping.
80.00	The proposed solution must allow for an unlimited number of calls for service to be entered daily.	X				
81.00	The proposed solution must have the ability to sort and filter the call narrative section to display information in chronological or reverse order by any combination of available columns, by either mouse click on a column heading, or by command.			X		Users cannot reorder comments by command.
Command						
82.00	The proposed solution must have the ability for using multiple command lines that can be placed anywhere on the user's screens.	X				
83.00	The proposed solution must have the ability for system administrators to define RSO-desired CAD / MOBILE commands and command alias names, and for system administrators to configure the CAD / MOBILE command syntax.	X				Yes, provided CMD lines are available in OMU.
84.00	The proposed solution must allow allow users to string multiple commands that may not be related, in succession, to be performed by the system in one transmission. (The purpose of this feature gives the dispatcher the ability to enter commands when multiple patrol officers issue their requests).	X				
85.00	The proposed solution must have the ability for dispatch personnel to modify the help definition of each CAD / MOBILE command and have the ability to perform a help search for each CAD / MOBILE command to display syntax and usage of the command.			X		It is not possible to modify the help definition.
86.00	The proposed solution must the ability to assign groups of CAD / MOBILE commands based on the user role.	X				
87.00	The proposed solution must allow for a dropdown display list of previous commands, allowing the user to select from the list, and populate the command line with that command string.	X				
88.00	The proposed solution must allow users to open, close, and toggle between command lines with a single keystroke.	X				
89.00	The proposed solution must have the ability for the agency to configure their command syntax orders for agency-defined commands.	X				
90.00	The proposed solution must include commands that combine multiple status updates simultaneously such as dispatched and enroute or dispatched and on scene, and log appropriate time stamps for each.	X				
91.00	The proposed solution must include a call-specific command line, or have the ability to default a command to a selected call for service.	X				

92.00	The proposed solution must have the ability for a single command to update all units on a call simultaneously.			X		Hexagon needs more information about this requirement before we can say we fully comply. Some commands have this capability, others do not.
93.00	The proposed solution must have the ability for the command line to allow for commands to be executed by referencing a unit number or call for service number (where applicable - such as to clear a call for service by reference to a unit on a call).	X				
94.00	The proposed solution must have the ability for users to conduct a cleared call search from the command line.	X				
95.00	The proposed solution must have the ability for users to conduct a unit history search from the command line.	X				
96.00	The proposed solution must have the ability for users to conduct searches from the command line for names, locations, and phone numbers.			X		Hexagon would need clarification to understand what types of queries RSO is expecting to perform on each of these items mentioned. For example, is the query for any event/call involving the item, or is it some other type of query that is needed?
Call Taking						
97.00	The proposed solution must have the ability to receive call data from:					
97.01	E-911 Phone system	X				ANI/ALI
97.02	Text to 9-1-1		X			Hexagon has the ability to support a text-to-911 interface; however, we would require information from RapidDeploy in order to properly scope it. Per negotiations discussions, Hexagon understands Rapid Deploy test-to-911 is no longer required and is not included in scope.
97.03	Alarm companies (with ASAP to PSAP compliance)	X				Hexagon has included an External Alarms OnCall Dispatch Interface to ASAP to meet this requirement. Please refer to Attachment 4 H of the SOW for more details about included interfaces.
97.04	TDD / TTY	X				Hexagon has included an interface for Vesta TDD to meet this requirement with OnCall Dispatch | Call-Taker Interface. Please refer to Attachment 4 of the for more details about interfaces.
98.00	The proposed solution must have the ability to display a call entry form for entering new calls via a single keystroke, mouse click or function key upon initiation of a CAD call.	X				
99.00	The proposed solution must have the ability to enter calls using the command line.	X				
100.00	The proposed solution must have the ability to enter calls using preformatted call entry screens.	X				
101.00	The proposed solution must have the ability for an agency to determine the fields visible within call entry screens.	X				

102.00	The proposed solution must have the ability for an agency to determine the tab order of fields within call entry screens.	X				
103.00	The proposed solution must have the ability to automatically populate the call entry screen with information from the E9-1-1 ANI / ALI information received.	X				
104.00	The proposed solution must have the ability to populate the call entry screen with information from E9-1-1 via manual intervention, if desired (e.g., function key, mouse click).	X				
105.00	The proposed solution must have the ability for narrative fields to allow for an unlimited number of characters.	X				
106.00	The proposed solution must have the ability to enter standard information in defined fields for the following:					
106.01	Persons (Callers, witness, suspect) - including description	X				
106.02	Vehicles, including license plate and vehicle description	X				
106.03	Location	X				
107.00	The proposed solution must have the ability to alert other users that information has been added to a call by:					
107.01	Audible alert	X				
107.02	Visual alert	X				
108.00	The proposed solution must have the ability for multiple users to enter information in the same call for service simultaneously, that can include distinguishing the information being added from user to user by color, or any other identification tool.	X				
109.00	The proposed solution must include the ability for users to mark call narratives / comments as high priority or critical.	X				
110.00	The proposed solution must have the ability to relate X/Y coordinates to an actual address from a candidate list presented to the user.	X				
111.00	The proposed solution must have the ability to transform X/Y coordinates to the map for display.	X				
112.00	The proposed solution must have the ability to record the actual call location separately from caller locations.	X				
113.00	The proposed solution must have the ability to enter a location for a call via:					
113.01	Street address	X				This is based on RSO's provided and configured map data source and RSO-configured Geocoder service provider(s).
113.02	Block number or address range	X				This is based on RSO's provided and configured map data source and RSO-configured Geocoder service provider(s).
113.03	Intersections	X				
113.04	Common place names, landmarks, and points of interest (with common places utilizing esri mapping to suggest the closest existing location (business) to the caller at the time of the call).	X				
113.05	Mile markers on highways	X				

113.06	Lat / Long coordinates	X				
113.07	Point and click on the map	X				
114.00	The proposed solution must have the ability to type in either street first when entering intersections.	X				
115.00	The proposed solution must have the ability to have identical street and intersection names with different address points, in different jurisdictions.	X				
116.00	The proposed solution must have the ability to parse address data into the following elements:					
116.01	Street number	X				This is dependent on the geocoder.
116.02	Apartment, building, lot, or suite information	X				This is dependent on the geocoder.
116.03	Street name	X				This is dependent on the geocoder.
116.04	Street prefix	X				This is dependent on the geocoder.
116.05	Street type (Ave., Ln., St, Rd, Way, etc.)	X				This is dependent on the geocoder.
116.06	City or town	X				This is dependent on the geocoder.
117.00	The proposed solution must have the ability to capture the following information upon receipt of a wireless 9-1-1 call:					
117.01	Lat / Long coordinates	X				
117.02	Nearest street address	X				This is based on the RSO's provided map data source and agency-configured Geocoder provider(s).
117.03	Nearest cross street	X				This is based on the RSO's provided map data source and agency-configured Geocoder provider(s).
118.00	The proposed solution must have the ability to geoverify the location of all entered addresses.	X				This is based on the RSO's provided map data source and agency-configured Geocoder provider(s).
119.00	The proposed solution must have the ability to override the geoverified location.	X				
120.00	The proposed solution must have the ability to create a report of all overridden geoverified locations.	X				
121.00	The proposed solution must have the ability for addresses entered by field units (e.g., on a self-dispatch) to correctly populate all address fields in the CAD call.	X				The address/location specified for a field-initiated event (Field Event, Traffic Stop, etc.) will be entered into the Event /Call location field.
122.00	The proposed solution must have the ability to support Phase II wireless location validation from cellular callers.	X				
123.00	The proposed solution must have the ability to use the coordinate-based GIS to determine if there are premise alerts or hazard records within a defined radius of the call.	X				
124.00	The proposed solution must have the ability to enter a street name and be presented with:					
124.01	Associated address ranges	X				This is based on the RSO's provided map data source and agency-configured Geocoder provider(s).
124.02	List of cross streets	X				This is based on the RSO's provided map data source and agency-configured Geocoder provider(s).

125.00	The proposed solution must have the ability to automatically display the following upon entry of a verified address:					
125.01	High / low cross streets	X				Yes, provided that the map provider serves up the data for Cross Streets.
125.02	Common place names	X				This is based on the RSO's provided map data source and agency-configured Geocoder provider(s).
125.03	Business names	X				This is based on the RSO's provided map data source and agency-configured Geocoder provider(s).
125.04	Police response area	X				This is based on the RSO's provided map data source and agency-configured Geocoder provider(s).
125.05	Fire response area	X				This is based on the RSO's provided map data source and agency-configured Geocoder provider(s).
125.06	EMS response area	X				This is based on the RSO's provided map data source and agency-configured Geocoder provider(s).
126.00	The proposed solution must have the ability to translate street alias names to actual street names.	X				This is based on the RSO's provided map data source and agency-configured Geocoder provider(s).
127.00	The proposed solution must have the ability to enter a commonplace name and be presented with a list of addresses with that commonplace name (e.g., McDonald's or Starbucks, etc.).	X				This is based on the RSO's provided map data source and agency-configured Geocoder provider(s).
128.00	The proposed solution must have the ability to notify a user through a visual flag if multiple street addresses / street names / intersections are found in GIS.	X				This is based on the RSO's provided map data source and agency-configured Geocoder provider(s).
129.00	The proposed solution must have the ability to offer a list of address options if multiple similar addresses / intersections / street names are found in GIS.	X				
130.00	The proposed solution must have the ability to display on the map, the call location in relation to other active calls during the call entry process.	X				
131.00	The proposed solution must have the ability to manually verify an address without creating a call.	X				
132.00	The proposed solution must have the ability to display a drop-down list containing agency-defined call types.	X				
132.01	The drop-down list much have type-ahead functionality to search for text that includes the call type definition.	X				
133.00	The proposed solution must have the ability to support multiple partially completed calls.	X				
134.00	The proposed solution should have the ability to auto-spawn or copy a call to another agency or discipline.	X				
135.00	The proposed solution must have the ability for users to place calls on hold to work on other calls, with the time indicated in the call log.	X				
136.00	The proposed solution must have the ability to enter calls in which no dispatch occurs.	X				
137.00	The proposed solution must have the ability for non-dispatched calls to be excluded from status windows (e.g., pending calls, etc.).	X				

138.00	The proposed solution must have the ability to attach files (photos and videos) to a call for service record from any unit / unit type.	X				
139.00	The proposed solution must have a dynamic list showing the most recent calls taken (generally viewed at call taker position). The proposed solution must allow this feature to be configurable based on time or record count.			X		If calls are events then this can be done for an event monitor. This cannot be configured by record count or time, though it can be ordered by time.
139.01	In addition to the above, the proposed solution must allow this feature to be configurable based on time or record count.			X		If calls are events then this can be done for an event monitor. This cannot be configured by record count or time, though it can be ordered by time.
Questionnaire						
140.00	The proposed solution must include an agency-defined questionnaire system in CAD, based on call type. Answers to the questions must transfer to the call narrative, if the agency desires.			X		SOP functionality may meet the need and will need to be reviewed to determine feasibility. Otherwise, Hexagon does not have a Q&A specific function within HxGN OnCall Dispatch.
141.00	The proposed solution must have the ability to support a two-way interface for a third-party application for pre-arrival instructions for EMS, Fire, Police (e.g., ProQA, APCO, Powerphone) . Relevant information must transfer to call narrative, if the agency desires.	X				OnCall has the ability to support an interface such as ProQA and Powerphone. It has not been included at this time, but can be scoped upon request.
142.00	The proposed solution must have the ability for questionnaire and/or third-party pre-arrival instructions application narrative(s) to transfer from CAD to Mobile (where applicable), if the agency desires.	X				
Duplicate Call						
143.00	The proposed solution must have the ability to identify potential duplicate calls for users to determine if a call should be supplemented or a new call created.	X				
144.00	The proposed solution must have the ability to display proximity calls on a map (e.g., to assist dispatchers in identifying possible duplicate calls).	X				
145.00	The proposed solution must have the ability for agencies to define the parameters for duplicate call identification (e.g., agency-defined radius).	X				
146.00	The proposed solution must have the ability to automatically provide the user with call details about possible duplicate calls, including time of call, location, call type, and proximity.	X				
147.00	The proposed solution must have the ability to merge multiple CAD / MOBILE calls into the desired target call, maintaining all critical data (dispatcher, console number, times, etc.). The dispatcher must then have the ability to close (or cancel) the duplicate call(s) after the data has been merged.	X				
Alerts /						
148.00	The proposed solution must have the ability to allow for individual unit numbers with the same address to have alerts (be flagged) separately (e.g., apartment complex, shopping mall, etc.).	X				
149.00	The proposed solution must have the ability to search for premise information based on:					
149.01	Address	X				

149.02	Sub-address (e.g., unit number, building floor, apartment number, etc.)	X				This is based on agency-provided map data source and agency-configured geocoding provider(s).
149.03	Block range	X				This is based on agency-provided map data source and agency-configured geocoding provider(s).
149.04	Common place names	X				This is based on agency-provided map data source and agency-configured geocoding provider(s).
149.05	Names associated to a lat / long location	X				Commonplace names can be defined for a Lat/Long using the LL (lat,long) syntax for Location.
149.06	Intersections	X				
150.00	The proposed solution must have the ability to search premise information by phone number for alert information.	X				
151.00	The proposed solution must have the ability to automatically present users with any visual or audible flags / alerts associated with an address upon entry and validation, including but not limited to:					
151.01	Alert / hazard information	X				
151.02	Premise history information	X				
152.00	The proposed solution must have the ability to enter alerts for apartment, lot, or suite numbers in a designated field.	X				
153.00	The proposed solution must have the ability for person, vehicle, and premise information searches to query for alert information in RMS ad JMS, if applicable.	X				
154.00	The proposed solution must have the ability to automatically alert users to prior calls at a location.	X				
155.00	The proposed solution must have the ability to indicate the number of prior calls at a location.	X				
156.00	The proposed solution must have the ability to attach and view files (photos and documents) to a CAD call (e.g., preplan information).	X				
157.00	The proposed solution must have the ability to maintain a list of names and phone number contacts for a location as an alert or other easily accessible means from the call for service window (such as a specified field in the call taking screen that would allow the dispatcher the option to request that CAD / MOBILE run a location for contacts in RMS when the dispatcher enters the call for service).	X				
158.00	The proposed solution must have the ability to define which alerts appear on the map.	X				
159.00	The proposed solution should include the ability to configure the types of alerts / hazards that are visible to each agency / discipline / user group.	X				
160.00	The proposed solution must have the ability to log (to a call) when users have viewed alerts / hazards.	X				
161.00	The proposed solution must have the ability when querying a name for the user to be notified of an associated alert (e.g., if a person was flagged in RMS, if a person is wanted via NCIC).	X				
162.00	The proposed solution must have the ability for alerts to be dynamic (e.g., users can click on an alert for additional information).	X				

163.00	The proposed solution must have the ability for an authorized user to add a new agency-defined alert.		X			OnCall Dispatch only allows predefined alerts within the system. Those alerts can be modified by the agency however.
164.00	The proposed solution must have the ability to associate an end / expiration date with an alert based on user permissions and should require a start and end date, where desired. These alerts / flags should automatically be archived after the end / expiration date.	X				
165.00	The proposed solution must have the ability to automatically include alert information with dispatches sent to Mobile.	X				
166.00	The proposed solution must have the ability for alert information to be viewable to users but not prevent users from continuing current work (e.g., window does not cover the entire workstation screen).	X				
Unit Activity						
167.00	The proposed solution must have the ability to recognize a unit for multiple purposes (e.g., police patrol unit also utilized as a SWAT unit, fire apparatus serving as a quint - both ladder and engine, etc.).	X				
168.00	The proposed solution must have the ability to record all unit assignments.	X				
169.00	The proposed solution must have the ability to record all unit locations, including secondary and staging locations.	X				
170.00	The proposed solution must have the ability to record all unit status changes.	X				
171.00	The proposed solution must have the ability to search unit activity by:					
171.01	Unit number	X				
171.01	Location			X		This would be more easily searched in OnCall Analytics than in OnCall Dispatch.
171.02	Date / time range	X				
172.00	The proposed solution must have the ability for all unit activity to be linked to the call for service record and in the call log.	X				
Dispatching						
173.00	The proposed solution must have the ability to cause a distinct audible and/or visual notification on the dispatcher's CAD screen to indicate receiving a new call from another user that needs to be dispatched.	X				
174.00	The proposed solution must have the ability for alerts / hazards to be clearly visible to the user upon receiving the call to be dispatched.	X				
175.00	The proposed solution must have the ability to cause a distinct audible and/or visual alert to other users to indicate any change or update to the call information (e.g., comments added, location change, call type change).	X				
176.00	The proposed solution must have the ability to have a dynamic list showing new calls (new calls are those that have not yet been viewed by a radio dispatcher). The solution must display new calls for the area(s) or agency(s) that the user is monitoring. Additionally, the solution must record date, time, user, and workstation number when a newly created call is viewed by a radio dispatcher for the first time.			X		OnCall Dispatch does not display in a monitor a list of filtered events based on whether an event has or has not been viewed.

177.00	The proposed solution must have the ability to keep calls in a pending queue indefinitely.	X				
178.00	The proposed solution must have the ability to sort and filter pending calls by priority, location, call type, and time in pending (e.g., highest priority calls, longest waiting calls, calls by area, etc.).	X				
179.00	The proposed solution must have the ability to associate timers with call type priorities and/or specific call types in pending queues (e.g., alert users after 5 minutes in a pending queue if Priority 3 call, 2 minutes if Priority 2 call, etc.).	X				
180.00	The proposed solution must have the ability to stack calls for a specific unit.	X				
181.00	The proposed solution must include functionality to assign radio / TAC channels to calls.			X		Hexagon clarifies that a customized field label within the dispatch event can capture a tactical channel, but the product itself does not assign channels or interact with associated software
182.00	The proposed solution must allow agencies to create SOP's / SOG's to include instructions, questions and checklists that are associated to CAD calls based on call type and location.	X				
183.00	The proposed solution must have the ability to access SOP's / SOG's from a CAD call.	X				
184.00	The proposed solution must have the ability to change the primary officer on a call and to indicate which officer is responsible for the report.	X				
Unit						
185.00	The proposed solution must have the ability for unit panels to include clearly visible indicators and/or text showing the current unit status.	X				
186.00	The proposed solution must have the ability to log one or more units on duty or off duty with a single command.	X				
187.00	The proposed solution must have the ability to automatically assign personnel, beat, station, or other area to a unit upon log-on.	X				
188.00	The proposed solution must have the ability to assign a unit to multiple beats.			X		Hexagon clarifies that the solution does not assign units to multiple beats concurrently, but can transition them to alternate beats during the course of their shift which may accomplish the needed workflow. Additionally, the definition of backup beat assignments within the deployment plan allow for coverage on the multiple beats for which a unit might be responsible.
189.00	The proposed solution must have the ability to define a shift roster (e.g. squad, company).	X				
190.00	The proposed solution must have the ability to place all units in a defined roster on or off duty.	X				
191.00	The proposed solution must have the ability to place a unit on shift (or log a unit on) without associating personnel to the unit.	X				
192.00	The proposed solution must have the ability to identify units by special equipment.	X				

193.00	The proposed solution must have the ability for mobile units to log themselves on and appear in CAD.	X				
194.00	The proposed solution must have the ability to associate multiple personnel with a unit.	X				
195.00	The proposed solution must have the ability to indicate on a status monitor that a unit that does not have a mobile device.	X				
196.00	The proposed solution must have the ability to modify a unit's assignment or station area during a shift.	X				
AVL						
197.00	The proposed solution must have the ability to support the use of a continuous, real- time AVL system within CAD.	X				
198.00	The proposed solution must have the ability to set geofencing rules for alerts / hazards, unit statuses, and related criteria.	X				
199.00	The proposed solution must have the ability for system administrator to turn AVL on or off by:					
199.01	Agency	X				
199.02	Unit	X				
199.03	Unit type (including aircraft and drones)	X				Hexagon clarifies that while OnCall has the ability to support this, per negotiations discussions RSO intends to use FUSUS to track drones/aircraft. No OnCall Dispatch | Tracker licenses are included in scope for that.
200.00	The proposed solution must have the ability for each agency to choose whether or not to use or not use AVL (defined by security permissions).	X				
201.00	The proposed solution must have the ability to prevent individual units or users from turning off AVL.			X		Users are not able to turn off AVL within the Mobile application.
202.00	The proposed solution must have the ability to provide a visual map-based AVL playback utility for specified units and date/time ranges.	X				HxGN OnCall Analytics | Dispatch Advantage
203.00	The proposed solution must have the ability to generate reports from AVL data, including:					
203.01	Vehicle route	X				HxGN OnCall Analytics | Dispatch Advantage
203.01	Speed along the route	X				Hexagon clarifies OnCall can create reports on speed along the route if GPS provides the speed information. This would be available via HxGN OnCall Analytics | Dispatch Advantage.
203.02	Call information (if assigned to a call)	X				
Routing						
204.00	The proposed solution must have the ability to provide routing directions to a call from a unit's location, based on AVL.	X				This is based on agency-provided map data source, geocoding provider(s) and configured routing service.

205.00	The proposed solution must consider a unit's AVL location when determining routes with impedances such as bi-directional freeway responses, one way streets, bridge and tunnel heights / weights, etc.	X				This is based on agency-provided map data source, geocoding provider(s) and configured routing service.
206.00	The proposed solution must provide for unit routing with directions from a primary call location to another location (e.g., another assigned location, secondary location, transport facility).	X				
207.00	The proposed solution must have the ability for authorized users to close streets on the CAD map by selecting a specific area, street segment, or multiple street segments, which affects routing and recommendations in CAD.	X				ESRI Map Control add-on product allows authorized users the ability to do the following: - Ability to support the following requests to support Close Road: Add, Edit and Delete - Ability to schedule a Close Road - Ability to see the Closed Road reflected on the map - Closed Road updates will be sent to Esri Server routing engine for response plan considerations to routing and unit recommendations
208.00	The proposed solution must have the ability for users to define an expected duration for street closures.	X				OnCall Dispatch | Esri Map Control
209.00	The proposed solution must have the ability to display the closed streets on the map.	X				OnCall Dispatch | Esri Map Control
210.00	The proposed solution must automatically push closed streets to the mobile map for viewing and routing.	X				OnCall Dispatch | Esri Map Control
211.00	The proposed solution must have the ability to project anticipated response times between two points on the map.	X				This is based on agency-provided map data source, geocoding provider(s) and configured routing service. An authorized user in HxGN OnCall Dispatch can use the generate route command and this command will show the time it will take between two points. Also HxGN OnCall Dispatch supports ETA (Estimated Time of Arrival) and it is displayed in multiple sections of the application, including the Unit Board, Event Panel and Event Board.
Unit and						
212.00	The proposed solution must have the ability to automatically provide appropriate resource recommendations (via agency-defined response plans) based on any combination of:					
212.01	AVL Location	X				This is based on the RSO's map data source and configured routing service provider.
212.02	Assigned area and/or station - from map polygons	X				
212.03	Natural and other boundaries (waterways, etc.)	X				This is based on the RSO's map data source and configured routing service provider.
212.04	Speed limits	X				This is based on the RSO's map data source and configured routing service provider.

212.05	Street network	X				This is based on the RSO's map data source and configured routing service provider.
212.06	Street direction	X				This is based on the RSO's map data source and configured routing service provider.
212.07	Equipment required	X				
212.08	Call location	X				
212.09	Call type	X				
212.10	Occupancy (e.g., residential, office building, etc.)	X				
212.11	Call priority	X				
212.12	Run order / station order	X				
212.13	Special conditions (e.g., heightened response, etc.)	X				
212.14	Personnel skills required	X				
212.15	Type of units required	X				
212.16	Unit numbers	X				
212.17	Unit types	X				
212.18	Unit capabilities	X				
212.19	Time of day and day of week	X				
213.00	The proposed solution must have the ability to determine resource recommendation factors based on unique response plans per each agency on the system.	X				
214.00	The proposed solution must have the ability to configure each agency to have a unique incident / response number, but share the same CAD call number when dispatched to the same call (e.g., each agency receives their own next sequential incident / response number for their respective RMS.	X				
215.00	The proposed solution must have the ability to automatically re-recommend a unit swap or exchange if a unit becomes available that is closer and meets the response plan requirements. This must be based on agency defined parameters such as call type, unit type and ETA (e.g. the new unit recommended is closer by 2 minutes).	X				
216.00	Unit recommendations must consider agency-defined rules for response plans based on AVL / ETA time differentials (e.g. a medical call that normally recommends an ambulance **and** a fire unit would only recommend an ambulance if it has an ETA of 5 minutes or less).	X				
217.00	The proposed system must allow for a combination of AVL-based and area-based response plan recommendations simultaneously based on the area / agency.	X				
218.00	The system must allow for recommending and preempting a unit from an existing call based on location of the unit if a higher priority call is pending. This should be based on agency-configurable rules for recommending unit preemption.	X				
219.00	The proposed solution must have the ability for the system to automatically update unit recommendations if a user makes relevant call information changes (e.g., call type, location, alarm level).	X				

220.00	The proposed solution must have the ability to visually alert users when the system updates unit recommendations.	X				
221.00	The proposed solution must have the ability to record the unit recommendations as they were presented to the user.	X				
222.00	The proposed solution must have the ability to query the system for unit recommendations without creating a call (e.g., verifying a response plan).		X			
223.00	The proposed solution must have the ability to create and track temporary units (e.g., mutual aid or other agency units).	X				
224.00	The proposed solution must include agency-accessible reports / audit trails for temporary units in order to report on responses and response times by outside agencies.	X				
225.00	The proposed solution must have the ability to have multiple levels of response recommendations (alarm levels) for each call.	X				
226.00	The proposed solution must include recommending a response complement / balance if an alarm level has been skipped or a call type changes.	X				
227.00	The proposed solution must have the ability to incorporate move-ups as part of a response plan so that any units who are in a move up status or are covering multiple areas will be considered in AVL or station order recommendations.	X				OnCall has the ability to incorporate move-ups and we would need to discuss desired move-up functionality in more detail to ensure the solution meets RSO's needs. Alternatively, Hexagon has proposed third party Deccan's LiveMUM product for move-up functionality in the past. A quote can be provided upon request.
228.00	The proposed solution must have the ability to export response plans to MS excel.	X				
229.00	The proposed solution must have the ability to have multiple backup units in response plans.	X				
230.00	The proposed solution must have the ability to add special response narratives to response plans (e.g., pre-arrival instructions).	X				
231.00	The proposed solution must have the ability for authorized personnel to modify response plans based on user permissions.	X				
232.00	The proposed solution must have the ability to remove a unit from a call and reassign the unit to a new call via:					
232.01	Single command (swap or exchange)	X				
232.02	Drag and drop	X				
232.03	Preformatted data entry screens (e.g., dedicated data fields)	X				Pre-empt popup screen allows this function.
233.00	The proposed solution must allow for users to assign multiple units to a single CAD call from command line or function key, multi select and/or drag and drop.	X				
234.00	The proposed solution must have the ability to dispatch units by:					
234.01	Accepting the recommended units	X				
234.02	Selecting and dispatching units other than those recommended	X				
234.03	Selecting some, but not all of the recommended units	X				

234.04	Selecting a combination of recommended units and manually adding additional units in a single command or function.	X				
235.00	The proposed solution must have the ability to recommend and dispatch units to calls from outside agencies (mutual aid and auto aid) via CAD to CAD interface.			X		OnCall has the ability to provide a CAD to CAD interface as described; however, there may be some limitations for what the interface can accomplish depending on what the third party allows. Hexagon would need to evaluate requests for CAD to CAD functionality on a case-by-case basis. For this proposal, Hexagon has included CAD to CAD OnCall Dispatch Interface to Team Awareness Kit (TAK). Please refer to Attachment 4 H of the SOW for more information about included interfaces.
236.00	The proposed solution must have the ability to log unit recommendation overrides in the audit trail (e.g., log recommended units versus dispatched units).	X				
237.00	The proposed solution must have the ability to display the following information with unit recommendations:					
237.01	ETA for each unit			X		This is based on the RSO's map data source and configured routing service provider. OnCall Dispatch provides estimated time of travel, not estimated time of arrival.
237.02	Indication of recommendation based on AVL vs. area / station order	X				
237.03	An option to switch between AVL and non AVL based recommendation by recommended unit / call	X				
238.00	The proposed solution must include the ability to cross-staff apparatus.	X				
239.00	The proposed solution must include cross-staffing functionality to be automatic (when a unit is back in quarters, it's cross-staffed unit is then automatically available).	X				
Paging and						
240.00	The proposed solution must have the ability for agencies to configure which call fields are sent as part of a page notification (e.g., email, or text notification) by call type and agency on the system.	X				
241.00	The proposed solution must have the ability to create paging groups within CAD.	X				Hexagon has included its HxGN OnCall Dispatch | Notifications for paging to meet this requirement. Please refer to Attachment 4 H of the SOW for more information about included interfaces.
242.00	The proposed solution must have the ability to page multiple groups simultaneously.	X				Hexagon has included its HxGN OnCall Dispatch | Notifications for paging to meet this requirement. Please refer to Attachment 4 H of the SOW for more information about included interfaces.

243.00	The proposed solution must have the ability to perform a broadcast free-form page to all users.	X				
244.00	The proposed solution must have the ability for users to select which groups or individuals to page from within CAD.	X				
245.00	The proposed solution must have configurations for the system to automatically page appropriate personnel based upon:					
245.01	Call type	X				
245.02	Call location	X				
245.03	Agency	X				
245.04	Units	X				Authorized users can access this with HxGN OnCall Administrator.
245.05	Personnel		X			Hexagon clarifies that while we can send a message to a person through OnCall Dispatch | Notifications interface, additional services would be required for the ability to send a message triggered by a criteria that a certain person is on a call for service. Hexagon welcomes further discussion on this requirement.
245.06	Call status	X				
245.07	Alarm level	X				
246.00	The proposed solution must integrate with third-party applications such as Active911 and IamResponding.			X		Hexagon has included Dispatch Alerts OnCall Interface to IAmResponding. Per negotiations discussions Hexagon understands an interface to Active911 is no longer required and is not included in scope. Please refer to Attachment 4 H of the SOW for more information about included interfaces.
Alternate Response Plans/Modes						
247.00	The proposed solution must allow for an alternate response plan mode (e.g., storm mode) to allow for alternate responses to be utilized temporarily.	X				
248.00	The alternate response plan mode must allow for the agency to configure alternate responses based on discipline, area, and agency.	X				
249.00	The proposed solution must allow agency administrators to set alternate response plans that can be activated on the fly.	X				
250.00	Alternate response plans / modes must be available to specific disciplines, agencies, and areas individually, if desired and not be a systemwide change.	X				
251.00	Authorized users must have the ability to turn the alternate response plans on and off on the fly, within CAD.	X				
CAD Call						

252.00	The proposed solution must have the ability for any authorized user to add new or additional information to a CAD call.	X				
253.00	The proposed solution must have the ability for one or more users to simultaneously add information to a call.	X				
254.00	The proposed solution must have the ability to automatically identify the user adding information to a call, along with the date, time and workstation ID.	X				
255.00	The proposed solution must have the ability to display updated call information immediately after new information is added to an open call.	X				
256.00	The proposed solution must have the ability to simultaneously notify CAD users and mobile users of updated information.	X				
257.00	The proposed solution must have the ability to show a timestamp with all updates within the CAD call record (call log).	X				
Unit Status						
258.00	The proposed solution must have the ability to initiate unit status changes via the following methods:					
258.01	Command line	X				
258.02	Function key	X				
258.03	Mouse click	X				
259.00	The proposed solution must have the ability for agencies to define an unlimited number of unit statuses.	X				
260.00	The proposed solution must have the ability to associate a default availability with each status (e.g., unit is available when in particular status).	X				
261.00	The proposed solution must have the ability to pair unit statuses (e.g., when a unit is dispatched, the paired unit is automatically placed in the same unit status), such as a boat and utility vehicle that is used to tow the boat.			X		Hexagon would like to discuss this requirement further as we may be able to comply, but need to evaluate the workflow for potential custom rule to be created using the Customer Rules Engine product. Hexagon effort to create a custom rule is not included in scope.
262.00	The proposed solution must have the ability to display the following unit information in unit status panels:					
262.01	Agency	X				
262.02	Area assignment	X				
262.03	Call type	X				
262.04	Call number	X				
262.05	Current location	X				
262.06	Unit status	X				
262.07	Elapsed time in current status	X				
262.08	Last known location	X				
262.09	Logged onto Mobile (Y/N)	X				
262.10	Radio ID	X				
262.11	Special skills / equipment	X				

262.12	Station	X				
262.13	Unit ID / Call sign	X				
263.00	The proposed solution must have the ability for users to filter which units to display.	X				User can set Filters to see only Available Units or By status in Unit Board.
264.00	The proposed solution must have the ability to sort displayed information by any unit information (e.g., station, shift, call, unit, location, status).	X				
265.00	The proposed solution must have the ability to visually differentiate, through color, text and/or symbol, units in varying status or conditions.	X				
266.00	The proposed solution must have the ability to visually differentiate unit types through color, text and/or symbol.	X				
267.00	The proposed solution must have the ability to show units on the CAD map.	X				
268.00	The proposed solution must have the ability to use colors to distinguish unit type and status on the CAD map.	X				
269.00	The proposed solution must have the ability to record multiple arrival times associated with different statuses (e.g., arrival at a staging area, arrival at scene).	X				
270.00	The proposed solution must have the ability to automatically change the status of a dispatched unit to enroute when it moves a certain number of feet from its current position when dispatched (geofencing).	X				Yes, via OnCall Dispatch | Tracker which is included with OnCall Dispatch | Mobile Unit licenses.
271.00	The proposed solution must have the ability to automatically change the status of an enroute unit to onscene when it approaches a certain proximity to the call location (geofencing).	X				Yes, via OnCall Dispatch | Tracker which is included with OnCall Dispatch | Mobile Unit licenses.
272.00	The proposed solution must have the ability to change a unit's status to available in quarters when they arrive within an agency-defined proximity to or at their station (geofencing).	X				Yes, via OnCall Dispatch | Tracker which is included with OnCall Dispatch | Mobile Unit licenses.
273.00	All auto-statusing functionality based on AVL data shall be configurable by each individual agency and not be set at the system level.			X		HxGN OnCall Dispatch | Tracker does support auto-statusing (Halo), however it is not supported by agency it is system wide.
274.00	The proposed solution must have the ability to select any number of units to clear from a CAD call.	X				
275.00	The proposed solution must have include the ability to clear all units from a call using a single command on the command line.	X				
276.00	The proposed solution must have the ability for agencies to require a disposition to be entered prior to clearing the last unit from a CAD call.	X				
Timers and						
277.00	The proposed system must automatically reset timers as call and unit statuses change.	X				
278.00	The proposed solution must have the ability to associate timers with:					
278.01	Unit status updates	X				
278.02	Call type	X				

278.03	Agency-defined time in status	X				
278.04	Call status	X				
278.05	Call priority	X				
279.00	The proposed solution must allow for timers to be configured at the agency level (each department may have their own timers).	X				
280.00	The proposed system must allow for timers to be configured for any agency-defined unit statuses.	X				
281.00	The proposed system must allow for timers to be set automatically and manually for calls and units.	X				
282.00	The proposed solution must allow users the option to clear and snooze timers.			X		Not all timers can be snoozed.
283.00	The proposed solution must have the ability to alert users to the expiration of the timers via:					
283.01	Audible alert	X				
283.02	Visual alert	X				
Field-Initiated						
284.00	The proposed solution must have the ability for field personnel to initiate a call for service from a mobile device, which appears in CAD.	X				
285.00	The proposed solution must have the ability for users to record the following information when a unit is placed in a field-initiated call such as a traffic stop or					
285.01	Recommended or request additional units (if applicable)	X				
285.02	Automatically send any existing call the unit is currently on to the stacked/pending queue.	X				Auto pre-empt functionality should support this.
285.03	Send the field-initiated call to the assigned unit's mobile device	X				
286.00	The proposed solution must have the ability to add additional units to a field-initiated call (e.g., traffic stop, subject stop, fire call).	X				
287.00	The proposed solution must have the ability for users to record the following information when a unit is placed on a traffic stop:					
287.01	Location of the stop	X				
287.02	Number of occupants in the vehicle	X				
287.03	Vehicle license plate and state	X				
287.04	Vehicle identifier (color, year, make, model, body style)	X				
287.05	Driver information	X				
288.00	The proposed solution must have the ability for users to place a unit on a traffic stop and run the plate in one step.	X				
289.00	The proposed solution must have the ability to capture AVL coordinates when field personnel initiate a call for service from a mobile device and reverse-geoverify to the closest physical address or intersection.	X				
Personnel						
290.00	The proposed solution must have the ability to open a list of special skills for all personnel (Spanish speaking, special team, etc.).	X				

291.00	The proposed solution must have the ability to identify all personnel with a specific skill (e.g., language, special team, etc.) by logged on and available, or not available or not logged on.	X				
292.00	The proposed solution must have the ability to assign units with personnel who have special skills, based on a skills search or automatically within response plans that require a specific skill.	X				
Be-On-The-						
293.00	The proposed solution must have the ability to create and maintain BOLO's.	X				
294.00	The proposed solution must have the ability to provide the following fields for a BOLO record:					
294.01	Date issued / expired	X				
294.02	Nature of the BOLO	X				
294.03	Priority	X				
294.04	Subject / Vehicle information	X				
294.05	Narrative	X				
295.00	The proposed solution must have the ability to search for BOLO's based upon any of the above-mentioned items.			X		Does not search on expired, nature, priority or narrative.
296.00	The proposed solution must have the ability to accommodate multiple subjects / vehicles in a BOLO.	X				
297.00	The proposed solution must have the ability to attach a file, such as a photo and update a BOLO.	X				
298.00	The proposed solution must have the ability to set time limits for BOLO retention.	X				Broadcasts can be set to expire as desired and may be retained in the database for as long as needed.
299.00	The proposed solution must have the ability to designate groups or individuals to whom BOLO's should be sent.	X				
300.00	The proposed solution must have the ability to transfer BOLO information fields from a call for service.	X				
301.00	The proposed solution must have the ability to view history of recent, archived, and expired BOLO's.			X		Archived is not a status. CAD will only offer active or closed BOLO results.
Tow Rotations						
302.00	The proposed solution must have the ability to maintain multiple tow contractor rotation lists.	X				
303.00	The proposed solution must have the ability to define what types of tows different companies are able to handle. (e.g., Town & Country can handle heavy duty tows, while JC Auto can not).	X				
304.00	Ability to store multiple tow lists by agency (e.g., different agencies on the system have different tow companies.	X				
305.00	The proposed solution must have the ability to designate eligible tow companies based upon location / area.	X				
306.00	The proposed solution must have the ability to automatically place a contractor at the end of the rotation list after selected for service.	X				
307.00	The proposed solution must have the ability to record that a contractor was selected from the service rotation list.	X				

308.00	The proposed solution must have the ability to record reason why a contractor was not selected.	X				
309.00	The proposed solution must have the ability to record contractor response.	X				
310.00	The proposed solution must have the ability to override a contractor recommendation.	X				
311.00	The proposed solution must have the ability to associate multiple vehicles with a single tow call.	X				
312.00	The proposed solution must have the ability for all actions regarding the contractor rotation and selection to be associated with a call record.	X				
Alarm Calls and False Alarm Tracking						
313.00	The proposed solution must have the ability to create a call from information obtained from an alarm monitoring agency.	X				
314.00	The proposed solution must have the ability to receive alarm information via ASAP to PSAP interface protocols.	X				Hexagon has included a combination of third party CommSys ConnectCIC ASAP as well as External Alarms OnCall Dispatch Interface for ASAP to PSAP functionality. Please refer to Attachment 4 H of the SOW for more information about included interfaces.
315.00	The proposed solution must have the ability to transfer false alarms to an Alarm module in the RMS with the following information:					
315.01	Call location	X				
315.02	Business name	X				
315.03	Date / time	X				
315.04	Call / incident number	X				
315.05	Disposition (e.g., False Alarm)	X				
Call						
316.00	The proposed solution must have the ability for the agency to define which call types require a disposition before a call can be cleared.	X				
317.00	The proposed solution must have the ability for either CAD users or field personnel from a mobile device to enter call disposition(s).	X				
318.00	The proposed solution must have the ability to enter comments of unlimited-length along with dispositions (if limited, entered the maximum in the	X				
319.00	The proposed solution must have the ability to indicate whether a report is required based on disposition type and / or call type.	X				An event type can be configured to require a disposition, and that disposition can indicate that a Report is needed. The RMS Link will then be configured to transfer the CFS based on disposition (or event type).
Dispatch						

320.00	The proposed solution must have the ability to query CLETS / NCIC from within the CAD application.	X				Hexagon has included a combination of third party CommSys ConnectCIC product and OnCall Dispatch | Informer interface to meet this requirement. Please refer to Attachment 4 H of the SOW for more information about included interfaces.
321.00	The proposed solution must allow for direct queries into CLETS / NCIC / RMS via a CAD / MOBILE command. The search criteria shall include but not be limited to:					
321.01	Vehicle Identifiers - license plates (CA and out of state), VIN numbers	X				This information can be part of Supplement Information. Can be queried using Informer Interface.
321.02	Operator Identifiers driver's license numbers	X				
321.03	Location History (LOCS)			X		The system can provide the functionality, but we need to evaluate query interfaces with third party RMS on a case-by-case basis. If an interface is required that is not already included in Attachment 4 H of the SOW, then Hexagon would need to evaluate that further.
321.04	Name inquires (name and DOB)	X				
321.05	The dispatcher must then receive a full return from CLETS, NCIC and RMS	X				
322.00	The proposed solution must have the ability to automatically query upon entry of plates and names :					
322.01	RMS	X				Hexagon clarifies this is available via HxGN OnCall Dispatch| Informer when entered in the supplemental data field on the event form in OnCall Dispatch or from OnCall Dispatch | Mobile Unit in the field.
322.02	State DMV / NCIC / CLETS / Cal Photo ID	X				Hexagon clarifies that per negotiations discussions a query of Cal Photo is no longer required and has been removed from scope.
323.00	The proposed solution must have the ability to allow the dispatcher the ability to run a Master Name inquiry number or CAL-ID number using a single CAD / MOBILE command from the command line. The dispatcher would then receive the full return which includes but is not limited to warrant status, prior contacts / bookings, and warrants.	X				
324.00	The proposed solution must have the ability to attach all CLETS / NCIC system returns to call records and to the requesting officer's unit log, where applicable.	X				
325.00	The proposed solution must have the ability perform turn-around queries to CLETS / NCIC and produce returns for the registered owner when a plate is run.	X				This is met with a combination of OnCall Dispatch | Informer interface and third party CommSys ConnectCIC product. Please refer to Attachment 4 H of the SOW for more information about included interfaces.

326.00	The proposed solution must have the ability to query law enforcement RMS from within the CAD application.	X				
327.00	The proposed solution must have the ability to return the information on the previous bookings on a subject.	X				
328.00	The proposed solution must have the ability to fully integrate with Cal-ID to include AFIS, Livescan, Web Mug, Mobile ID, and facial recognition.			X		Hexagon has included an interface to AFIS/Livescan. Per negotiations discussions Hexagon understands interfaces to Cal-ID and Web Mug are no longer required and have been removed from scope. Please refer to Attachment 4 H of the SOW for more information about included interfaces. Hexagon requires more information about workflow and third party documentation in order to evaluate facial recognition requirement. An interface to Mobile ID was discussed during negotiations and there may be a workflow that is possible for an interface but Hexagon would required technical documentation from Data Works Plus (Mobile ID) in order to scope an interface. That could be revisited during the project as a potential change order.
329.00	The proposed solution must have the ability to notify users of associated alerts from external queries.		X			
330.00	The proposed solution must have the ability to attach query returns to the call for service record.	X				Via HxGN OnCall Dispatch| Informer workflow. Please refer to Attachment 4 H of the SOW for more information about included interfaces.
331.00	The proposed solution must have the ability to visually distinguish query returns (e.g., important information is highlighted).	X				
332.00	The proposed solution must have the ability to visually distinguish agency-defined key words (e.g., state query returns information such as stolen, and the word "stolen" is highlighted")	X				
333.00	The proposed solution must have the ability to populate the CLETS / NCIC query mask with data in the call record:					
333.01	Person information	X				Hexagon has included a combination of third-party CommSys ConnectCIC and HxGN OnCall Dispatch | Informer interface to NCIC/CLETS to meet this requirement. Please refer to Attachment 4 H of the SOW for more information about included interfaces.
333.02	Vehicle information	X				Hexagon has included a combination of third-party CommSys ConnectCIC and HxGN OnCall Dispatch | Informer interface to NCIC/CLETS to meet this requirement. Please refer to Attachment 4 H of the SOW for more information about included interfaces.

334.00	The proposed solution must have the ability to query and view the following by any public safety boundary layer (e.g., beat, sector, station):					
334.01	Active calls	X				Hexagon defines an active call as a call that is accepted into the system.
334.02	Assigned calls	X				
334.03	Priority calls	X				
334.04	Pending calls	X				Hexagon clarifies calls not accepted into the system do not show up on the map. Hexagon defines pending calls as active calls without assigned units.
335.00	The proposed solution must have the ability to query unit history by any combination of:					
335.01	Date and time range (e.g. start and end date/time parameters)	X				
335.02	Unit ID or field personnel ID	X				
335.03	Dispatch user	X				via HxGN OnCall Analytics | Dispatch Advantage
335.04	Location	X				
335.04	Agency	X				
335.05	Call Number	X				
335.04	The proposed solution must have the ability to query response area activity.	X				via HxGN OnCall Analytics | Dispatch Advantage
336.00	The proposed solution must have the ability to retain a historical data set of CAD / MOBILE data for reporting and searching. The application shall have the ability to automatically search the historical CAD / MOBILE data for related calls / incidents based on certain configurable criteria.	X				via HxGN OnCall Analytics | Dispatch Advantage
Call						
337.00	The proposed solution must have the ability to enter calls scheduled for dispatching at a later time.	X				
338.00	The proposed solution must have the ability to modify calls already scheduled for dispatching at a later time.	X				
339.00	Scheduled calls must be visible in a separate "scheduled" call queue that can also be included in the main call queue / list, but sorted / filtered by user preference.	X				
340.00	The proposed solution must have the ability for scheduled calls to automatically enter a pending queue at the designated start time.	X				
341.00	The proposed solution must have the ability to pre-designate a unit for scheduled calls.	X				
342.00	The proposed solution should have the ability for field units to self-dispatch to scheduled calls based on appropriate permissions.	X				
343.00	The proposed solution must have the ability to visually distinguish and display scheduled calls.	X				
Reopening						
344.00	The proposed solution must have the ability to reopen cleared calls.	X				

345.00	The proposed solution must have the ability to reopen a cleared call without losing previously recorded date and timestamps.	X				
346.00	The proposed solution must accurately report original response times when calls are reopened.	X				
347.00	The proposed solution must have the ability to assign units to reopened calls.	X				
348.00	The proposed solution must have the ability for users with appropriate permissions to add comments to a CAD call record after the call is closed, without reopening the call.			X		There's not a permission restriction to disable adding remarks to a closed call. Anyone can do it.
Messaging						
349.00	The proposed solution must have the ability to send and receive general and administrative messages between agencies and users on the system.	X				
350.00	The proposed solution must have the ability to create and save message groups to include groups of users currently logged on to CAD/Mobile (e.g., users from different areas, all sergeants, etc.).	X				
351.00	The proposed solution must have the ability to send messages between CAD and Mobile, (including RMS and JMS, if applicable), to include high priority messaging ability for dispatchers			X		RMS and JMS are not inherently participating within the rocket chat based chat system.
352.00	The proposed solution must have the ability to send broadcast messages to all users on the system.	X				
353.00	The proposed solution must have the ability to select a user by a single command to create a message (e.g., double click on a logged on user and a message window pops up).			X		Hexagon would need to evaluate the desired workflow further as services may be needed to add buttons to a right click menu with the Customer Rules Engine product. Hexagon welcomes further discussion. Hexagon services to build a custom workflow have not been scoped.
354.00	The proposed solution must have the ability to attach files to messages.	X				
355.00	The proposed solution must have the ability to send a message to all units handling a specific call.	X				
356.00	The proposed solution must have the ability to transmit a reply message to the originator of a currently displayed message without having to reenter the originator's address.	X				
357.00	The proposed solution must have the ability to "reply all" to a message.	X				
358.00	The proposed solution must have the ability to forward a message.	X				
359.00	The proposed solution must have the ability to create messages that are retained in the system and sent at pre-specified times.	X				
360.00	The proposed solution must have the ability to provide a notification for delivery of messages.	X				Hexagon clarifies this is met with critical message functionality.
361.00	The proposed solution must have the ability to provide a notification for non-delivery of messages.		X			
362.00	The proposed solution must have the ability to identify which users are currently logged on.	X				

363.00	The proposed solution must have the ability to notify receivers via an audible and/or visual flag that a new message is received.	X				
364.00	The proposed solution must have the ability to query message logs by agency-defined criteria (e.g., date / time range, sender, recipient, device).	X				This would only realistically be done in Analytics. Exception to device that received message. Message targets are users or units, not devices
365.00	The proposed solution must have the ability for supervisors to search messages by a text string (e.g., to identify inappropriate language use).	X				This would only realistically be done in Analytics.
366.00	The proposed solution must have the ability to archive messages.	X				Messages are stored in the database. It is up to agency administrators and policies as to how long messages are kept in the database.
367.00	The proposed solution must have the ability to purge message logs, as determined by the agency.	X				This would be done in SQL.
368.00	The proposed solution must have the ability to provide for message / chat alerts for details such as officer involved shooting (alerts by priority to CAD / Mobile users and/or groups).	X				
CAD Reports						
369.00	The proposed solution must have the ability to create standard (canned) and/or ad-hoc CAD reports based on any data fields in the CAD system.	X				via HxGN OnCall Analytics | Dispatch Advantage
370.00	The proposed solution must have the ability to create reports based on:					
370.01	Officer / unit / station activity	X				via HxGN OnCall Analytics | Dispatch Advantage
370.02	Call types	X				via HxGN OnCall Analytics | Dispatch Advantage
370.03	Unit response analysis times	X				via HxGN OnCall Analytics | Dispatch Advantage
370.04	Dispatch center user activity	X				via HxGN OnCall Analytics | Dispatch Advantage
370.05	Area-specific reports from map layers / areas	X				via HxGN OnCall Analytics | Dispatch Advantage
370.06	AVL unit proximity activity (e.g., a report of AVL records for a specific location, with date and time, and unit information.	X				via HxGN OnCall Analytics | Dispatch Advantage
371.00	The proposed solution must have the ability to capture a system snapshot, based on date and time parameters of:					
371.01	A workstation	X				Yes, via HxGN OnCall Analytics | Dispatch Advantage. Report authors with permissions can use Power BI Desktop or Report Builder to create reports against an archived copy of the OnCall Dispatch database. Hexagon assumes the report will be created by the County report authors, referencing the position ID in the OnCall Database.
371.02	All CAD activity by all users			X		Hexagon clarifies not ALL fields are brought into the data warehouse.
372.00	The proposed solution must have the ability to print a chronological call report (with all logs associated to a call).	X				via HxGN OnCall Analytics | Dispatch Advantage

373.00	The proposed solution must have the ability to export reports to third-party applications (e,g,. MS Excel, PDF, etc.).	X				via HxGN OnCall Analytics | Dispatch Advantage
374.00	The proposed solution must have the ability to print audit reports of call for service records including:					
374.01	Transaction type (deletion, edit, etc.)	X				Yes, via HxGN OnCall Analytics | Dispatch Advantage. Report authors with permissions can use Power BI Desktop or Report Builder to create reports against an archived copy of the Dispatch database. Hexagon assumes the report will be created by the County report authors.
374.02	Unit ID	X				via HxGN OnCall Analytics | Dispatch Advantage
374.03	Workstation ID	X				Yes, via HxGN OnCall Analytics | Dispatch Advantage. Report authors with permissions can use Power BI Desktop or Report Builder to create reports against an archived copy of the OnCall Records database. Hexagon assumes the report will be created by the County report authors. Referencing the position ID in the On call Database.
374.03	User ID	X				via HxGN OnCall Analytics | Dispatch Advantage
374.04	Before and after value(s)	X				Yes, via HxGN OnCall Analytics | Dispatch Advantage. Report authors with permissions can use Power BI Desktop or Report Builder to create reports against an archived copy of the OnCall Records database. Hexagon assumes the report will be created by the County report authors. Referencing the position ID in the On call Database.
375.00	The proposed solution must have the ability to produce reports using tools such as Power BI and MS SQL Server Reporting Services (SSRS).	X				via HxGN OnCall Analytics | Dispatch Advantage
376.00	The proposed solution must have the ability redact agency-defined information from CAD calls for a report including, but not limited to names, vehicles, NCIC (CLETS) return information, and narratives/comments.	X				Yes, via HxGN OnCall Analytics | Dispatch Advantage. Agencies can alter reports to introduce edits that redact sensitive data or build in redactable toggle elements within the reports.
CAD System						
377.00	The proposed solution must have the ability to include, at a minimum, the following CAD maintenance data tables:					
377.01	Call source	X				Authorized users can access this with HxGN OnCall Administrator.
377.02	Call types	X				via HxGN OnCall Analytics | Dispatch Advantage
377.03	Call priorities	X				Authorized users can access this with HxGN OnCall Administrator.

377.04	Commands	X				Authorized users can access this with HxGN OnCall Administrator.
377.05	Dispositions	X				Authorized users can access this with HxGN OnCall Administrator.
377.06	Equipment	X				Authorized users can access this with HxGN OnCall Administrator.
377.07	Event error logs		X			Errors will be recorded in service log files generated by the COTS product.
377.08	Response plans	X				
377.09	Response area definitions	X				
377.10	Personnel, including emergency contact information and current assignment.	X				
377.11	Timers	X				Authorized users can access this with HxGN OnCall Administrator.
377.12	Unit status types	X				Authorized users can access this with HxGN OnCall Administrator.
377.13	Units	X				Authorized users can access this with HxGN OnCall Administrator.
378.00	The proposed solution must have the ability for agencies to define the visible fields and relevant tab order within call entry screens.	X				
379.00	The proposed solution must have the ability for agency to define mandatory data fields.	X				Authorized users with HxGN OnCall Administrator
380.00	The proposed solution must have the ability for agencies to configure alert type notifications via:					
380.01	Audible indicator	X				Authorized users can access this with HxGN OnCall Administrator.
380.02	Visual indicator	X				Authorized users can access this with HxGN OnCall Administrator.
591	TOTALS (Sum of numbers in columns C, D, E, F should equal column A					
591 **Before subtracting "--" rows**	Sum of these C,D,E,F columns should equal First column total on left This includes all columns and "--" rows together					
	"--" Columns: All should be equal					
591	**THIS AREA SHOULD BE FINAL NUMBER TOTALS - AFTER SUBTRACTING "--" LINES FROM COLUMN A IN UPPER LEFT**					

Total real possibilities (minus -- columns) and should = sum of C,D,E,F in this row	The numbers in columns C,D,E,F added together should equal number on left				
	TOTAL				

NOTES: To add another line, COPY an existing and INSERT COPIED CELLS . This adjusts the numbering automatically and adds to the proper count.

Completion Progress	
Total Items:	
Total Items Completed:	
Difference (NO ANSWERS will appear in red):	

Item Number	Module/Description of Requirement	Comply	Does not Comply	Partially Comply	Will Comply	Comments
Logon/Logoff						
1.00	The proposed solution must support multi-factor authentication that begins at the network level.	X				
2.00	The proposed solution must have the ability to meet and comply with all CJIS security requirements (including data encryption requirements per FIPS 140-2).	X				
3.00	The proposed solution must have the ability for each agency to define mandatory logon fields, such as vehicle number, radio number, personnel.		X			
4.00	The proposed solution must have the ability to logon multiple personnel per unit.	X				
5.00	The proposed solution must have the ability to logon multiple devices per unit.	X				
6.00	The proposed solution must have the ability to associate unit (vehicle) / personnel & equipment / capabilities. (e.g., 4x4, transport, spike strip, etc.).	X				
7.00	The proposed solution must have the ability for a Mobile user to collect additional information at the end of shift to include but not be limited to: Mileage, contract city and hours spent, and court hours spent.	X				
8.00	The proposed solution must have the ability for a deputy to logon to a Mobile device and override any manual login, (e.g., from a line up entered by supervision / dispatcher).	X				
General Mobile Functionality and User Interface						
9.00	The proposed solution must have the ability to support the following Mobile devices:					
9.01	Laptop PC	X				
9.02	Smartphone Apps (iOS and Android)	X				Via OnCall Dispatch | Mobile Responder which is included.
9.03	Samsung Dex	X				Via OnCall Dispatch | Mobile Responder which is included.
9.04	Tablets	X				
9.05	Desktop PC	X				
10.00	The proposed solution must have the ability to support automatic screen refresh for information updates to calls and within unit / call queues.	X				
11.00	The proposed solution must have the ability to log all Mobile user activities (e.g., call response, messaging / chats, queries to CLETS / NCIC, and RMS) with the following information:					
11.01	Agency	X				
11.02	Date / time	X				
11.03	Call number	X				
11.04	Mobile workstation / device ID	X				
11.05	User ID / name	X				
11.06	Unit number / ID	X				
12.00	The proposed solution must have the ability to provide a visual alert if the Mobile device loses connection to the network.	X				

13.00	The proposed solution must have the ability to continuously attempt to reconnect to the network in the event connectivity is lost.	X				
14.00	The proposed solution must have the ability to support touch-screen functionality.	X				
15.00	The proposed solution must have the ability to accept input from:					
15.01	Barcode readers				X	Hexagon has included a modification to the Mobile Field Reporting product to meet this requirement. The scanner/mag stripe reader must be supported by OnCall Dispatch | Mobile Unit. The scanner must support the encoding of AAMVA (American Association of Motor Vehicle Administrators). The scan of driver's license scan/swipe will allow for data to be used in the name search/entry of citation report.
15.02	Card swipe device				X	Hexagon has included a modification to the Mobile Field Reporting product to meet this requirement. The scanner/mag stripe reader must be supported by OnCall Dispatch | Mobile Unit. The scanner must support the encoding of AAMVA (American Association of Motor Vehicle Administrators). The scan of driver's license scan/swipe will allow for data to be used in the name search/entry of citation report.
15.03	Command line (agency-defined commands)	X				
15.04	Function keys	X				
15.05	Mouse	X				
15.06	License plate readers	X				Assuming Hexagon applications simply collect the text output of a third party reader then yes.
16.00	The proposed solution must have the ability to configure the Mobile screen display (including layout) by:					
16.01	System-wide	X				
16.02	Agency	X				
16.03	Agency type (law / fire / EMS)	X				
17.00	The proposed solution must have the ability for system administrators to configure MDC commands to button icons and/or function keys.	X				
18.00	The proposed solution must have the ability for users to configure their own Mobile screen displays, including:					
18.01	Font size			X		A user can zoom the browser window in and out to adjust size of interface window, but cannot adjust the specific font size only.
18.02	Audible alerts	X				
19.00	The proposed solution must have day / night mode.	X				
20.00	The proposed solution must have the ability for user configurations to be saved to the server (e.g., configurations are not workstation or device-specific).	X				

21.00	The proposed solution must have the ability to allow users to return to application default settings.	X				
22.00	The proposed solution must have the ability to prevent incoming messages and notifications from interrupting the user's current work.	X				
23.00	The proposed solution must have the ability to support barcode or inventory tagging technology for equipment check in / out as well as ID number or ID card reader for employee identification.	X				
24.00	The proposed solution must have the ability to allow equipment (radios, weapons, vehicles) to be checked out to employees (self-service) in one location and then log them onto CAD / MOBILE. The process of logging off of CAD / MOBILE and checking in equipment at the end of their shift could also be done at one time via a kiosk or computer in the logistics area.			X		While OnCall suite does not offer inventory management for equipment, users can associate equipment with units, vehicles, and personnel through the application.
Application Integration						
25.00	The proposed solution must have the ability to integrate directly with CAD, Mobile, RMS, and JMS for data transfers, where applicable..			X		Hexagon clarifies via HxGN OnCall Dispatch | Informer queries in the Mobile application; some of the RMS modules (but not all) can be queried. Please refer to Attachment 4 H of the SOW for information about included interfaces.
26.00	The proposed solution must have the ability for a unit logged on to automatically default to an "available" unit status in CAD.	X				
27.00	The proposed solution must have the ability to run multiple applications (e.g., Mobile, field reporting) on the Mobile device at the same time.	X				
28.00	The proposed solution must have the ability to query CAD data from Mobile (cleared calls).	X				
29.00	The proposed solution must have the ability to query RMS modules from within Mobile.			X		Hexagon clarifies via HxGN OnCall Dispatch | Informer queries in the Mobile application; some of the RMS modules (but not all) can be queried. Please refer to Attachment 4 H of the SOW for information about included interfaces.
30.00	The proposed solution must have the ability for alerts created in CAD to be made available to users in Mobile.	X				
31.00	The proposed solution must have the ability for alerts created in RMS to be made available to users in Mobile.			X		HxGN OnCall Dispatch | Informer query returns allow the user to see wanted persons, offenders, stolen vehicles, and other queries. Not all alerts in RMS are shared with the mobile products.
32.00	The proposed solution must have the ability for Mobile users to monitor desired areas or agencies and have the ability to query or sort.	X				
Unit Status and Call Information						
33.00	The proposed solution must have the ability to display the following information on a Mobile device during normal operations:					
33.01	Availability of wireless connectivity	X				
33.02	Call status	X				
33.03	Current unit status	X				
33.04	Date and time	X				

33.05	Call number	X				
33.06	Call status	X				
33.07	Message / chat information	X				
33.08	Unit ID / unit number	X				
33.09	Personnel assigned to the unit	X				
34.00	The proposed solution must have the ability to update unit status from a Mobile device via:					
34.01	Function Keys (on PC's)	X				
34.02	On-screen buttons	X				
34.03	Command (agency-defined)	X				
35.00	The proposed solution must have the ability to define CAD unit statuses that are used in Mobile (ability to only allow certain statuses to be used) by:					
35.01	System-wide	X				
35.02	Agency	X				
35.03	Agency type (Law / Fire / EMS)	X				
36.00	The proposed solution must have the ability to view multiple calls simultaneously (e.g., in different windows).	X				
37.00	The proposed solution must have the ability to show what units are assigned to calls.	X				
38.00	The proposed solution must have the ability to open any call from any agency on the system (with security permissions) to view dispatch information, units and narrative.	X				
39.00	The proposed solution must have the ability for Mobile users to view the following:					
39.01	Unit statuses	X				
39.02	Pending calls	X				
39.03	Active calls	X				
40.00	The proposed solution must have the ability for each unit status to be displayed in a unique color and/or mirror CAD unit status colors.	X				
41.00	The proposed solution must have the ability to identify units assigned to same call.	X				
Mobile Mapping						
42.00	The proposed solution must have the ability to provide users with the following map navigation functionality:					
42.01	Pan up and down, left and right	X				
42.02	Zoom in on an area for enhanced detail	X				
42.03	Zoom out of an area	X				
42.04	Return to default map view	X				
43.00	The proposed solution must have the ability for users to update / modify map displays (e.g., preset default zoom levels and views).	X				
44.00	The proposed solution must have the ability to utilize color, text, and/or icons to distinguish the following:					
44.01	Call type / priority	X				
44.02	Unit type	X				

44.03	Unit status	X				
45.00	The proposed solution must have the ability to center the map display on:					
45.01	CAD call location	X				
45.02	Specific geographic area	X				
45.03	Specific unit	X				
45.04	Unit / device activating their emergency button	X				
46.00	The proposed solution must have the ability to filter display of field units on the Mobile map by:					
46.01	Units associated with a call	X				
46.02	Agency (e.g., display single or multiple-agency units)	X				
46.03	Geographical area	X				
46.04	All units	X				
47.00	The proposed solution must have the ability to cache agency-desired map layers to the local machine (MS Windows devices) to minimize the amount of data transmitted wirelessly.	X				
48.00	The proposed solution must have the ability for the map to function without wireless connectivity.	X				Map will only display cached map tiles in a disconnected mode.
49.00	The proposed solution must have the ability for users to select which map layers display.	X				
50.00	The proposed solution must have the ability to view other unit locations and last known locations in real time.	X				
51.00	The proposed solution must have the ability to automatically refresh unit AVL locations at agency-defined intervals.	X				
52.00	The proposed solution must have the ability to update the map in real time, with:					
52.01	Unit locations	X				
52.02	Call locations	X				
53.00	The proposed solution must have the ability to right click-on a location on the map to display information associated with that location.			X		If the GIS makes the desired information available then users can click and do What's This in Mobile Unit, but not Mobile Responder. LOI Search command is also available to do searches on demands for an address as well.
54.00	The proposed solution must have the ability to click on a unit or call in the call queue and have it displayed on the map.	X				
55.00	The proposed solution must have the ability to display hyperlinks links to view IP-based cameras on the map.	X				OnCall does provide the ability to display such hyperlinks; however, we require a list of the IP-based cameras so the requirement can be fully evaluated. In some cases Hexagon services may be required to configure this for the RSO, which has not been included.
56.00	The proposed solution must have the ability to click on a location on the map and view supplemental information (e.g. building pre-plan documents, alerts / hazards), parcel information , etc.).	X				

57.00	The proposed solution must use consistent ESRI mapping (the same geofile) throughout all applications for system-wide address verification.	X				
AVL Integration						
58.00	The proposed solution must have the ability to support AVL functionality.	X				
59.00	The proposed solution must support the ability for AVL logging and playback. Retention period must be customizable. The ability to query AVL archive must be security permissions-based.	X				Via OnCall Analytics
60.00	The proposed solution must have the ability to integrate with various GPS tracking devices. Current devices consist of various models of Cradlepoint modems / Getac tablets.			X		OnCall has the ability to integrate with GPS devices. We have included AVL through OnCall Dispatch | Mobile Unit and have also included On Call Dispatch | Tracker licenses for 3SI. Hexagon would need to evaluate tracking for other GPS devices on a case-by-case basis and additional interfaces may be required. Interfaces to Cradlepoint modem and Getac tablets have not currently been included. Please refer to Attachment 4 H of the SOW for more information about included interfaces.
61.00	The proposed solution must have the ability to display other field units on the Mobile map (assuming AVL and sufficient bandwidth / connectivity).	X				
62.00	The proposed solution must have the ability to display the unit location on the map and view progress toward the call location.	X				This is based on agency-provided map data source and configured routing service.
63.00	The proposed solution must have the ability to send the AVL location to CAD for calls initiated from the Mobile device.	X				
64.00	The proposed solution must have the ability to automatically calculate routing directions from a user's current location (using AVL) to the dispatched location.	X				This is based on agency-provided map data source and configured routing service.
65.00	The proposed solution must have the ability to support quickest-time street routing for all dispatches.	X				This is based on agency-provided map data source and configured routing service.
66.00	The proposed solution must have the ability to automatically recalculate directions to the call or specified location.	X				This is based on agency-provided map data source and configured routing service.
67.00	The proposed solution must have the ability to provide text-based routing directions.	X				This is based on agency-provided map data source and configured routing service.
68.00	The proposed solution must have the ability to provide audible routing directions.	X				This is based on agency-provided map data source and configured routing service.
69.00	The proposed solution must have the ability to take into account the following when calculating routing directions:					
69.01	Street speed limits and other impedances (e.g., one-way streets, divided highways, etc.).	X				This is based on agency-provided map data source and configured routing service.
69.02	Closed streets from CAD (closed streets must be visible in Mobile)	X				
70.00	The proposed solution must have the ability to highlight on the map the recommended route from the current unit location to a dispatched call.	X				
71.00	The proposed solution must have the ability to integrate with Axon body-worn cameras (BWC) with CAD and Mobile for GPS capabilities and deputy / officer safety.			X		Hexagon has the ability to support integration with cameras for GPS capabilities; however, Axon would need to provide their API in order for Hexagon to properly scope an interface. We have not been able to obtain this API so we are not able to scope an interface at this time, but we welcome further discussion on this requirement.

72.00	The proposed solution must have the ability for Mobile users to turn routing directions on/off.	X				
Emergency Activations						
73.00	The proposed solution must have the ability to initiate an emergency message transmission from a touch-screen button or hotkey.	X				
74.00	The proposed solution must have the ability to automatically transmit the following information upon emergency key activation:					
74.01	Last known location	X				
74.02	Current location (with AVL)	X				
74.03	User ID	X				
74.04	Unit ID	X				
75.00	The proposed solution must have the ability for CAD users to reset Mobile emergency activations.	X				
76.00	The proposed solution must have the ability for administrators to define the following upon emergency activation:					
76.01	Agency-associated units (e.g., if a law agency unit or a fire agency unit activates their emergency button, only their own agency units are notified).	X				Unit Emergency notifications automatically go to all users in the system.
76.02	All units on the system (regardless of agency)	X				
76.03	CAD users	X				
Mobile Dispatch Operations						
77.00	The proposed solution must have the ability to receive CAD dispatch information in the Mobile environment.	X				
78.00	The proposed solution must have the ability to alert Mobile users that a new dispatch has arrived.	X				
79.00	The proposed solution must have the ability for new dispatch alerts to include a screen prompt or notification and include the CAD dispatch console number that sent the dispatch.			X		Dispatch notification does not include the workstation/position by default.
80.00	The proposed solution must have the ability to notify the CAD user(s) that the Mobile device has received the dispatch.		X			
81.00	The proposed solution must have the ability to view all call information available in CAD on the Mobile application.	X				
82.00	The proposed solution must have the ability for all units dispatched to a call to receive notifications of unit status updates and location changes of other units dispatched to the call.	X				
83.00	The proposed solution must have the ability to view multiple locations for one call on Mobile display (call location, dispatched location, secondary locations).	X				
84.00	The proposed solution must have the ability for Mobile users to self-dispatch to a call.	X				
85.00	The proposed solution must have the ability for Mobile users to change / update primary officer on a call in Mobile.	X				
86.00	The proposed solution must have the ability to view all call narrative / comments associated with a call regardless of whether or not the unit is assigned to the call.	X				

87.00	The proposed solution must have the ability to indicate to Mobile users of alert information associated with a call location (gate codes, hazards, premise history, pre-plans, etc.).	X				
88.00	The proposed solution must have the ability to indicate to Mobile users of alert information on persons and vehicles associated with a call.	X				
89.00	The proposed solution must have the ability to select any of the following to automatically retrieve additional information from DMV / NCIC and RMS:	[redacted]				
89.01	Persons associated with call	X				via HxGN OnCall Dispatch |Informer supplemental data workflow or command line.
89.02	Vehicles associated with call	X				via HxGN OnCall Dispatch |Informer supplemental data workflow or command line.
90.00	The proposed solution must have the ability to view previous call history for a location.	X				
91.00	The proposed solution must have the ability for Mobile users to add persons and vehicles to a call.	X				
92.00	The proposed solution must have the ability for Mobile users to add to the call narrative.	X				
93.00	The proposed solution must have the ability to display narrative information in reverse chronological order.	X				
94.00	The proposed solution must have the ability to view call and unit timers from CAD.	X				
95.00	The proposed solution must have the ability to continually receive real-time call for service updates from CAD throughout the duration of the call.	X				
96.00	The proposed solution must have the ability for Mobile to update automatically as new information is added to a call (e.g., without user intervention).	X				
97.00	Mobile users must have the ability to change unit statuses from Mobile	X				
98.00	The proposed solution must have the ability to alert responding units when additional units are added to or cleared from a call.	X				
99.00	The proposed solution must have the ability for Mobile users to change the dispatch location if that information is incorrect or has changed from the original location in CAD.	X				
100.00	The proposed solution must have the ability to initiate a call for service from the Mobile device.	X				
101.00	The proposed solution must have the ability for the agency to define the types of calls that can be initiated by from a Mobile device.	X				
102.00	The proposed solution must have the ability for a Mobile user to close (clear) their dispatched call.	X				
103.00	The proposed solution must have the ability to have preconfigured triggers based on call type that require the officer to generate a written report and not allow the officer to close the call without report closure code.			X		A disposition code can be configured to be required by event type, and that code can indicate that a report is required. The event cannot be closed until the disposition is applied.
Clearing Calls and Dispositions						
104.00	The proposed solution must have the ability to clear from a call from the Mobile device.	X				

105.00	The proposed solution must have the ability to require a disposition in order to clear a call from Mobile.	X				
106.00	The proposed solution must have the ability to provide a drop-down picklist for call dispositions.	X				
107.00	The proposed solution must have the ability for each of the following to have unique dispositions:					
107.01	System-wide	X				
107.02	Agency-specific	X				
107.03	By agency type (law or fire)	X				
108.00	The proposed solution must have the ability to prevent the appearance of non-applicable dispositions.	X				
109.00	The proposed solution must have the ability to provide a text field for disposition comments.	X				
110.00	The proposed solution must have the ability to generate / request a new case number from Mobile.	X				
Be-On-The-Lookouts (BOLO's)						
111.00	The proposed solution must have the ability to view BOLO's in the Mobile environment.	X				
112.00	The proposed solution must have the ability to search BOLO's in the field.	X				
113.00	The proposed solution must have the ability for field personnel to generate BOLO's from the Mobile device.	X				
114.00	The proposed solution must have the ability for BOLO's to contain identical functionality as in CAD.			X		OnCall Dispatch Mobile Unit provides the identical Broadcast functionality for BOLOs, however, Mobile Responder only includes basic capabilities to read and send a Broadcast/BOLO.
115.00	The proposed solution must have the ability to add attachments such as photos to a BOLO.	X				
116.00	The proposed solution must have the ability to alert other Mobile users and CAD users of newly entered BOLO's from Mobile.	X				
Queries						
117.00	The proposed solution must have the ability to query and view pending calls.	X				
118.00	The proposed solution must have the ability to query and view active calls.	X				
119.00	The proposed solution must have the ability to query and view unit status by:					
119.01	Area (beat, sector, station, etc.)	X				
119.02	Individual unit	X				
119.03	Agency	X				
120.00	The proposed solution must have the ability to query and retrieve premise information for an address not associated with a call for service.	X				
121.00	The proposed solution must have the ability to query the following systems from the Mobile device:					

121.01	CLETS / NCIC	X				Met with a combination of OnCall Dispatch | Informer interface and third party CommSys ConnectCIC. Please refer to Attachment 4 H of the SOW for more information about included interfaces.
121.02	RMS	X				
121.03	JMS	X				
122.00	The proposed solution must have the ability to view associated queries run within the Mobile system (e.g., if another user ran the inquiry earlier in the shift) pertaining to:					
122.01	Names		X			
122.02	Vehicle plates		X			
123.00	The proposed solution should have the ability to run CLETS / NCIC and RMS inquiries on a phone or tablet application.	X				
124.00	The proposed solution must have the ability to search and query all appropriate databases with one query request.	X				Via HxGN OnCall Dispatch | Informer
125.00	The proposed solution must have the ability to support a query process that does not require information to be re-entered when searching across multiple databases.	X				
126.00	The proposed solution must have the ability to conduct the following types of queries in the Mobile environment:					
126.01	Wildcard search	X				The Event Search command provides the capability use wildcards when searching for an event.
126.02	Partial word search	X				The Event Search command provides the capability use wildcards when searching for an event.
126.03	Soundex or sound-alike functionality			X		Soundex or sound-alike search may be available at the geocoder level, but only if the Provider supports it. Other searches in OnCall do not support Soundex/sound-alike.
127.00	The proposed solution must have the ability to automatically run the registered owner of the vehicle in a license plate query return (turnaround query).	X				
128.00	The proposed solution must have the ability to save all query returns until the user clears the data.	X				
129.00	The proposed solution must have the ability to produce an alert when a query return contains a record with a "hit" or alert (e.g., flagged information in CLETS / NCIC and RMS (such as "Wanted Person" or "Stolen Vehicle":					
129.01	Audible alert	X				via HxGN OnCall Dispatch | Informer hit detection functionality.
129.02	Visual alert	X				via HxGN OnCall Dispatch | Informer hit detection functionality.
129.03	Ability to forward alerts to the appropriate radio dispatcher(s)			X		Alerts are automatically shared with scoped notifications; no forwarding mechanism.

130.00	The proposed solution must have the ability to drill-down into query returns regarding alerts on a person, vehicle, and/or location to view details of the alert(s).	X				Hexagon has included nested queries through a combination of OnCall Dispatch | Informer interface and CommSys ConnectCIC. Please refer to Attachment 4 H of the SOW for more information about included interfaces.
131.00	The proposed solution must have the ability to capture fingerprints in the field using the mobile client(s). RSO currently utilizes Columbo print readers from Integrated Biometrics.		X			Hexagon has not included an interface at this time as we would like to discuss a few workflow options with the RSO to better determine requirements. To our knowledge, CalDOJ doesn't allow automation that would be required to meet the workflow described in the RSO's response to RFP Q&A # 41.
132.00	The proposed solution must have the ability to notify the user of a failed query (e.g., access to a database is unavailable)	X				
Messaging /						
133.00	The proposed solution must have the ability to send and receive messages across agencies and users on the system.	X				
134.00	The proposed solution must have the ability to create and save message groups.	X				
135.00	The proposed solution must have the ability to send messages between CAD, Mobile, (including RMS and JMS, if applicable).			X		RMS and JMS are not inherently participating within the Rocket Chat-based chat system.
136.00	The proposed solution must have the ability to send broadcast messages to all users on the system.	X				
137.00	The proposed solution must have the ability to attach files to messages.	X				
138.00	The proposed solution must have the ability to send a message to all units handling a specific call.	X				
139.00	The proposed solution must have the ability to create a reply message to the originator of a currently displayed message without having to reenter the originator's address.	X				
140.00	The proposed solution must have the ability to "reply all" to a message.	X				
141.00	The proposed solution must have the ability to forward a message.	X				
142.00	The proposed solution must have the ability to provide a confirmation upon delivery of messages to users.	X				
143.00	The proposed solution must have the ability to provide a notification for non-delivery of messages.		X			
144.00	The proposed solution must have the ability to identify which users are currently logged on.	X				
145.00	The proposed solution must have the ability to notify receivers via an audible and/or visual flag that a new message has arrived.	X				

146.00	The proposed solution must have the ability for supervisors to search messages by a text string (e.g., to identify inappropriate language use)	X				Yes, via HxGN OnCall Analytics | Dispatch Advantage. Hexagon clarifies that using the Message semantic model, users can search for specific text strings within messages.
Ticketing / Citations and Accident Reporting						
147.00	The proposed solution must have the ability to launch a ticketing / citation module or third-party application from Mobile (currently Crossroads).		X			Hexagon clarifies the OnCall application will not launch the third party application. Rather, Hexagon has included an interface to import citations from Crossroads. Please refer to Attachment 4 H of the SOW for more details about included interfaces.
148.00	The proposed solution must have the ability to launch an accident module or third-party application from Mobile (currently Crossroads)		X			Hexagon clarifies the OnCall application will not launch the third party application. Rather, Hexagon has included an interface to import accidents from Crossroads. Please refer to Attachment 4 H of the SOW for more details about included interfaces.
233	TOTALS (Sum of numbers in columns C, D, E, F should equal column A					
233 Before subtracting "--" rows	Sum of these C,D,E,F columns should equal First column total on left This includes all columns and "--" rows together					
	"--" Columns: All should be equal					
233 Total real possibilities (minus -- columns) and should = sum of C,D,E,F in this row	**THIS AREA SHOULD BE FINAL NUMBER TOTALS - AFTER SUBTRACTING "--" LINES FROM COLUMN A IN UPPER LEFT** The numbers in columns C,D,E,F added together should equal number on left					
	TOTALS:					

NOTES: To add another line, COPY an existing and INSERT COPIED CELLS . This adjusts the numbering automatically and adds to the proper count.

Completion Progress	
Total Items:	
Total Items Completed:	
Difference (NO ANSWERS will appear in red):	

Item Number	Module/Description of Requirement	Comply	Does not Comply	Partially Comply	Will Comply	Comments
System Configuration and Integration						
1.00	The proposed solution must have the ability to require both user identification and password to logon to the reporting application.	X				
2.00	The proposed solution must have the ability to support a multi-jurisdictional environment.	X				
3.00	The proposed solution must use consistent ESRI mapping (the same geofile) throughout all applications for system-wide address verification.	X				
4.00	The proposed solution must have the ability for the vendor to develop all agency-specific reports during implementation.		X			Not by the vendor; the RSO's report authors with permissions can use Power BI Desktop or Report Builder to create reports against an archived copy of the OnCall Records database. Hexagon assumes the report will be created by the RSO report authors.
5.00	The proposed solution must have the ability for the agency to modify vendor-provided reports (e.g., re-name data fields, add data fields, delete data fields, etc.).	X				
6.00	The proposed solution must have the ability for the agency to create custom reports (e.g., form generator) during or after initial implementation for:					
6.01	System-wide reports			X		Users can create custom reports in OnCall Records and Mobile Field Reporting uses those reports. Hexagon requests further clarification on the "form generator" part of the requirement to ensure we are compliant with that term/workflow.
6.02	Agency-specific reports (within multi-jurisdictional systems)			X		Users can create custom reports in OnCall Records and Mobile Field Reporting uses those reports. Hexagon requests further clarification on the "form generator" part of the requirement to ensure we are compliant with that term/workflow.
7.00	The proposed solution must have the ability to populate report fields with call information captured in CAD.	X				Via Calls for Service module in RMS
8.00	The proposed solution must have the ability to provide query functionality with CLETS / NCIC from the field reporting application for persons and vehicles.				X	Hexagon has included a modification to the Mobile Field Reporting product to meet this requirement. Transactions to be supported are: QW, DL and QV. Functionality for "copy/paste" of data is limited to a max of 7 fields per parsable return.
9.00	The proposed solution must have the ability to provide query functionality with RMS from the field reporting application for persons and vehicles.	X				
10.00	The proposed solution must have the ability to "copy" and "paste" person and vehicle information received from CLETS / NCIC and/or from RMS .				X	Hexagon has included a modification to the Mobile Field Reporting product to meet this requirement. Transactions to be supported are: QW, DL and QV. Functionality for "copy/paste" of data is limited to a max of 7 fields per parsable return.
11.00	The proposed solution must have the ability ability to geocode addresses attaching x and y coordinates from the field reports.		X			Hexagon needs more information to evaluate the requirement.

12.00	The proposed solution must have the ability to handle multiple reports per CAD call (e.g., incident, case, supplemental reports).	X				
13.00	The proposed solution must have the ability to update data in the relevant RMS module(s) when the report approval process is completed.	X				
14.00	The proposed solution must have the ability for administrators to update code tables at their discretion, which mirror the relevant tables in RMS.	X				
15.00	The proposed solution must have the ability to enter reports either:					
15.01	On a desktop	X				
15.02	On a mobile device	X				
15.03	On a tablet or phone			X		Mobile Field Reporting is not designed for phone use.
16.00	The proposed solution must have the ability to support input via:					
16.01	Barcode readers				X	Hexagon has included a modification to the Mobile Field Reporting product to meet this requirement. The scanner/mag stripe reader must be supported by OnCall Dispatch | Mobile Unit. The scanner must support the encoding of AAMVA (American Association of Motor Vehicle Administrators). The scan of driver's license scan/swipe will allow for data to be used in the name search/entry of citation report.
16.02	Card swipe device				X	Hexagon has included a modification to the Mobile Field Reporting product to meet this requirement. The scanner/mag stripe reader must be supported by OnCall Dispatch | Mobile Unit. The scanner must support the encoding of AAMVA (American Association of Motor Vehicle Administrators). The scan of driver's license scan/swipe will allow for data to be used in the name search/entry of citation report.
16.03	Keyboard	X				
16.04	Touch screen	X				
16.05	Voice dictation		X			
Report Writing (Incident, Case, and Arrest Reports)						
17.00	The proposed solution must have the ability for multiple users to simultaneously provide input to a single case report once a case report number is assigned.	X				
18.00	The proposed solution must have the ability to capture location information for:					
18.01	Involved persons	X				
18.02	Involved call / incident locations	X				
19.00	The proposed solution must have the ability to validate location information at the time of data entry.	X				
20.00	The proposed solution must have the ability to indicate unverified locations.	X				

21.00	The proposed solution must have the ability to record name information for:					
21.01	Suspects	X				
21.02	Witnesses	X				
21.03	Victims	X				
21.04	Other persons	X				
22.00	The proposed solution must have the ability to support the auto-population of information based on matches from fields within ths RMS master name and vehcile records (e.g., name, social security number, driver's license number, etc.).	X				
23.00	The proposed solution must have the ability to provide users entering a name with a list of potential existing master name records based on a variety of criteria, including:					
23.01	Exact spelling	X				
23.02	Partial name	X				
23.03	Soundex or sound-alike functionality	X				
24.00	The proposed solution must have the ability to provide word processing capabilities on narrative and comment fields, including, but not limited to:					
24.01	Paragraph formatting	X				
24.02	Use of bullets and numbering	X				
24.03	Spell check			X		Through the browser application at data entry.
24.04	Copy and paste	X				
24.05	Grammar check		X			
25.00	The proposed solution must have the ability for drop-down lists to incorporate offense codes where applicable.	X				
26.00	The proposed solution must have the ability to translate offense codes into CIBRS / NIBRS codes.	X				
27.00	The proposed solution must have the ability for offense codes to include state and local ordinances.	X				
28.00	The proposed solution must have the ability to support multiple charges per individual.	X				
29.00	The proposed solution must have the ability to define mandatory fields in data entry screens:					
29.01	By system-wide settings	X				
29.02	By agency (e.g., one agency chooses to incorporate different mandatory fields than another).	X				
30.00	The proposed solution must have the ability to visually distinguish between mandatory and optional fields.	X				
31.00	The proposed solution must have the ability to prompt users to complete any mandatory fields that are not completed.	X				
32.00	The proposed solution must have the ability to dynamically change report fields based on previously entered data (e.g., specific crime types require additional or less fields to be populated).		X			

33.00	The proposed solution must have the ability to perform data validation:					
33.01	At time of entry, prior to submission	X				
33.02	At time of submission	X				
34.00	The proposed solution should have the ability to attach files such as photos and videos to a report.	X				
35.00	The proposed solution should have the ability to define maximum file sizes for attachments.	X				
36.00	The proposed solution must have the ability to record information required for CIBRS / NIBRS reporting.	X				
37.00	The proposed solution must have the ability to record property information from the field, with evidence control room review capabilities.	X				
38.00	The proposed solution must have the ability to capture digital evidence (photographs, audio, and video) from the field, with evidence control room review capabilities.	X				
39.00	The proposed solution must have the ability to enter an unlimited number of:					
39.01	Persons	X				
39.02	Property	X				
39.03	Vehicles	X				
39.04	Offenses	X				
40.00	The proposed solution must have the ability to support digital signatures.	X				
41.00	The proposed solution must have the ability to enter narratives of unlimited length in all report types.	X				
42.00	The proposed solution must have the ability to create narrative templates for reports that officers input frequently (e.g., standard language for domestic violence situations).		X			
43.00	The proposed solution must have the ability for voice dictation capability for narratives.		X			
44.00	The proposed solution must have the ability to link reports (e.g., case report, arrest report, and use of force report).			X		This is restricted to those reports that reside in Mobile Field Reporting.
45.00	The proposed solution must have the ability to populate data between multiple report forms to eliminate redundant data entry.	X				
46.00	The proposed solution must have the ability to enter booking data and submit the information to the JMS prior to report finalization.	X				
Field Interviews / Field Contacts						
47.00	The proposed solution must have the ability to log field interviews / contacts from the field reporting application.	X				
48.00	The proposed solution must have the ability to automatically query the master name index upon entering a field contact.	X				
49.00	The proposed solution must have the ability for field interview names to be added to master name records.	X				

50.00	The proposed solution must have the ability to automatically update master indices upon submittal of a field contact, including but not limited to:					
50.01	Names	X				
50.02	Vehicles	X				
50.03	Locations	X				
51.00	The proposed solution must have the ability to create and maintain field contact records with agency-defined data elements, including but not limited to the following:					
51.01	Incident number	X				
51.02	Date / time of contact	X				
51.03	Names	X				
51.04	Location	X				
51.05	Vehicle information	X				
51.06	Property	X				
51.07	Weapons	X				
51.08	Narrative	X				
52.00	The proposed solution must have the ability to track and associate a field contact record with a case number.	X				
Use of Force						
53.00	The proposed solution must have the ability to record the following information on use of force:					
53.01	Officer name				X	Hexagon clarifies that while users can access Use of Force module in OnCall Records in a browser window in the field, it is not available in the MFR product currently. Hexagon has included a modification to Mobile Field Reporting product to meet this requirement.
53.02	Person involved				X	Hexagon clarifies that while users can access Use of Force module in OnCall Records in a browser window in the field, it is not available in the MFR product currently. Hexagon has included a modification to Mobile Field Reporting product to meet this requirement.
53.03	Case number				X	Hexagon clarifies that while users can access Use of Force module in OnCall Records in a browser window in the field, it is not available in the MFR product currently. Hexagon has included a modification to Mobile Field Reporting product to meet this requirement.

53.04	Date and time of Incident				X	Hexagon clarifies that while users can access Use of Force module in OnCall Records in a browser window in the field, it is not available in the MFR product currently. Hexagon has included a modification to Mobile Field Reporting product to meet this requirement.
53.05	Agency				X	Hexagon clarifies that while users can access Use of Force module in OnCall Records in a browser window in the field, it is not available in the MFR product currently. Hexagon has included a modification to Mobile Field Reporting product to meet this requirement.
53.06	Unit number				X	Hexagon clarifies that while users can access Use of Force module in OnCall Records in a browser window in the field, it is not available in the MFR product currently. Hexagon has included a modification to Mobile Field Reporting product to meet this requirement. Note, Unit Number is not a stock field, but could be added by RSO as a custom field.
53.07	Location of incident				X	Hexagon clarifies that while users can access Use of Force module in OnCall Records in a browser window in the field, it is not available in the MFR product currently. Hexagon has included a modification to Mobile Field Reporting product to meet this requirement.
53.08	Suspect injuries				X	Hexagon clarifies that while users can access Use of Force module in OnCall Records in a browser window in the field, it is not available in the MFR product currently. Hexagon has included a modification to Mobile Field Reporting product to meet this requirement.
53.09	Officer injuries				X	Hexagon clarifies that while users can access Use of Force module in OnCall Records in a browser window in the field, it is not available in the MFR product currently. Hexagon has included a modification to Mobile Field Reporting product to meet this requirement.
53.10	Narrative	X				
53.11	Reason force was used				X	Hexagon clarifies that while users can access Use of Force module in OnCall Records in a browser window in the field, it is not available in the MFR product currently. Hexagon has included a modification to Mobile Field Reporting product to meet this requirement. Note, Reason Force Was Used is not a stock field, but could be added by RSO as a custom field.

53.12	Type of force (e.g., taser, pepper spray, etc.)				X	Hexagon clarifies that while users can access Use of Force module in OnCall Records in a browser window in the field, it is not available in the MFR product currently. Hexagon has included a modification to Mobile Field Reporting product to meet this requirement.
53.13	Medical disposition				X	Hexagon clarifies that while users can access Use of Force module in OnCall Records in a browser window in the field, it is not available in the MFR product currently. Hexagon has included a modification to Mobile Field Reporting product to meet this requirement. Note, Medical Disposition is not a stock field, but could be added by RSO as a custom field.
53.14	Final field disposition				X	Hexagon clarifies that while users can access Use of Force module in OnCall Records in a browser window in the field, it is not available in the MFR product currently. Hexagon has included a modification to Mobile Field Reporting product to meet this requirement. Note, Final Field Disposition is not a stock field, but could be added by RSO as a custom field.
53.15	Indicate if K9 participated				X	Hexagon clarifies that while users can access Use of Force module in OnCall Records in a browser window in the field, it is not available in the MFR product currently. Hexagon has included a modification to Mobile Field Reporting product to meet this requirement.
53.16	Indicate if drugs or alcohol were involved				X	Hexagon clarifies that while users can access Use of Force module in OnCall Records in a browser window in the field, it is not available in the MFR product currently. Hexagon has included a modification to Mobile Field Reporting product to meet this requirement.
54.00	The proposed solution must have the ability for use of force report information to automatically link to a personnel record.		X			The data is linked to the officer, but not the officer personnel record. This functionality is not available in OnCall Records or Mobile Field Reporting.
55.00	The proposed solution must have the ability to link use of force reports to the original incident report.				X	Hexagon clarifies that while users can access Use of Force module in OnCall Records in a browser window in the field, it is not available in the MFR product currently. Hexagon has included a modification to Mobile Field Reporting product to meet this requirement.
Supplemental Reports						
56.00	The proposed solution must have the ability to add new information to a report after the initial case report has been submitted and approved.	X				
57.00	The proposed solution must have the ability when writing a supplemental report to view the original incident report.	X				

58.00	The proposed solution must have the ability to permit users to complete supplemental reports before the original case report is submitted to RMS.	X				
59.00	The proposed solution must have the ability for multiple officers to simultaneously create and add supplemental reports regarding the same event.	X				
60.00	The proposed solution must have the ability to link supplemental reports to the original report.	X				
61.00	The proposed solution must have the ability to populate supplemental reports with information already in related reports.	X				
Report Workflow						
62.00	The proposed solution must have the ability for each agency to define the call types and dispositions that require a report to be written.	X				
63.00	The proposed solution must provide for system administrators to define the report approval process for each agency on the system.	X				
63.00	The proposed solution must have the ability to provide separate approval process workflows dependent upon report type.	X				
64.00	The proposed solution must have the ability to ensure that reports are compliant with CIBRS / NIBRS reporting requirements prior to submission.	X				
65.00	The proposed solution must have the ability to prevent the submission of a report with CIBRS / NIBRS errors.	X				
66.00	The proposed solution must have the ability to ensure that reports are compliant with agency-defined reporting requirements (e.g., mandatory fields) prior to submission.	X				
67.00	The proposed solution must have the ability to prevent submission of a report with missing information in agency-designated fields.	X				
68.00	The proposed solution must have the ability to prompt users to which fields require error correction.	X				
69.00	The proposed solution must have the ability to describe the nature of the correction required.	X				
70.00	The proposed solution must have the ability to electronically route reports to:					
70.01	Specific personnel (e.g., particular supervisor)	X				
70.02	Role type (e.g., supervisor group as opposed to individual users)	X				
71.00	Group / special unit (e.g., detective unit)	X				
72.00	The proposed solution must have the ability for users to electronically submit reports to a report approval queue (e.g., not to specific individual).	X				
73.00	The proposed solution must have the ability to configure the field reporting application to support agency-specific processes and workflows at the following levels:					

73.01	System-wide	X				Accidents, Accident Supplements, Arrest, Booking, Case Management, Citation, DWI, Field Interview, Group Tracking, Incident, Incident Supplement, Juvenile Contact, Juvenile Booking, Miscellaneous Service, Vehicle Pursuit, and Use of Force Modules can use agency configured approvals.
73.02	Agency-specific (within multi-jurisdictional systems)	X				Accidents, Accident Supplements, Arrest, Booking, Case Management, Citation, DWI, Field Interview, Group Tracking, Incident, Incident Supplement, Juvenile Contact, Juvenile Booking, Miscellaneous Service, Vehicle Pursuit, and Use of Force Modules can use agency configured approvals.
74.00	The proposed solution must have the ability to determine which type of reports require approval at the following levels:					
74.01	System-wide	X				Accidents, Accident Supplements, Arrest, Booking, Case Management, Citation, DWI, Field Interview, Group Tracking, Incident, Incident Supplement, Juvenile Contact, Juvenile Booking, Miscellaneous Service, Vehicle Pursuit, and Use of Force Modules can use agency configured approvals.
74.02	Agency-specific (within multi-jurisdictional systems)	X				Accidents, Accident Supplements, Arrest, Booking, Case Management, Citation, DWI, Field Interview, Group Tracking, Incident, Incident Supplement, Juvenile Contact, Juvenile Booking, Miscellaneous Service, Vehicle Pursuit, and Use of Force Modules can use agency configured approvals.
75.00	The proposed solution must have the ability to alert supervisors that a report is ready for review via:					
75.01	Email	X				Internal email in OnCall Records or external email such as Outlook.
75.02	Mobile device audible or visual notification	X				
75.03	System message	X				
76.00	The proposed solution must have the ability for users to indicate that a report requires immediate supervisor attention.	X				
77.00	The proposed solution must have the ability for supervisors to perform the following when logged onto the System:					
77.01	Receive and view reports	X				
77.02	Review a log of reports requiring approval (e.g., pending report approval queue)	X				
77.03	Approve a report	X				
77.04	Reject a report with comments with a reason the report was rejected	X				
78.00	The proposed solution must have the ability to lock a report from edits following report approval.	X				
79.00	The proposed solution must have the ability to track the status of reports (e.g., unwritten, incomplete, awaiting approval, approved).	X				

80.00	The proposed solution must have the ability for RMS personnel to complete an accuracy review for reporting requirement compliance prior to adding a report to the RMS.	X				Report is automatically part of RMS. It can be removed with proper rights.
81.00	The proposed solution must have the ability for records personnel to send / reject reports back to supervisors if reports do not comply with agency-specified requirements.	X				
82.00	The proposed solution must have the ability to designate users with the capability to modify submitted reports (e.g., field supervisor / specific RMS personnel).	X				
83.00	The proposed solution must have the ability to designate what data fields may be modified by individuals that are not the report author.	X				
84.00	The proposed solution must have the ability to automatically save incomplete reports at the network level so a user can access the report at a later time from a device other than the one used to start the original report.	X				
85.00	The proposed solution must have the ability to save a copy of an active report locally in the event network connectivity is lost.			X		Reports are cached on the local device if connectivity is lost. A user can not manually save a local copy.
86.00	The proposed solution must have the ability to initiate a report at any time.	X				
87.00	The proposed solution must have the ability to display the following field reporting information upon logon to the field reporting system:					
87.01	Rejected reports	X				
87.02	Reports not completed	X				
88.00	The proposed solution must have the ability to notify users of rejected reports.	X				
89.00	The proposed solution must have the ability to send a rejected report to another user or supervisor when the original author of the report is unavailable.	X				
90.00	The proposed solution must have the ability to notify users of outstanding reports before logging off of the system.	X				
91.00	The proposed solution must have the ability for supervisors to view which reports have not been completed at the end of the shift.	X				
92.00	The proposed solution must have the ability for authorized users to view audit trails and workflow so they can access where reports are in the process .	X				
93.00	The proposed solution must have the ability to send confirmation indicating the report upload to RMS was completed successfully.	X				
168	TOTALS (Sum of numbers in columns C, D, E, F should equal column A					
168 **Before subtracting "--" rows**	Sum of these C,D,E,F columns should equal First column total on left This includes all columns and "--" rows together					
	"--" Columns: All should be equal					
168	**THIS AREA SHOULD BE FINAL NUMBER TOTALS - AFTER SUBTRACTING "--" LINES FROM COLUMN A IN UPPER LEFT**					

Total real possibilities (minus -- columns) and should = sum of C,D,E,F in this row	The numbers in columns C,D,E,F addded together should equal number on left				
	TOTALS:				

NOTES: To add another line, COPY an existing and INSERT COPIED CELLS . This adjusts the numbering automatically and adds to the proper count.

Completion Progress	
Total Items:	
Total Items Completed:	
Difference (NO ANSWERS will appear in red):	

Item Number	Module/Description of Requirement	Comply	Does not Comply	Partially Comply	Will Comply	Comments
General Records Management Functionality						
1.00	The proposed solution must have a system upgrade process with no downtime and include the ability to apply bug fixes and patches without requiring a full upgrade.				X	Hexagon has included a modification to OnCall Records to partially meet this requirement by minimizing downtime for quality updates and feature releases. Hexagon does not commit to zero downtime.
2.00	The proposed solution must allow the narrative fields in any module to support an unlimited number of characters.	X				
3.00	The proposed solution must have the ability to search keywords in narrative sections, in any module.	X				
4.00	The proposed solution must have the ability for all fields In RMS to be searchable, from standard search screens in each module.	X				
5.00	The proposed solution must have the ability to provide common word processing capabilities within narrative fields in each module.	X				
6.00	The proposed solution must have the ability to visually distinguish between required and optional fields in each module.	X				
7.00	The proposed solution must have the ability for the agency to define required fields in any module.	X				
8.00	The proposed solution must have the ability to prompt users to complete any required fields that have not been completed.	X				
9.00	The proposed solution must have the ability to limit available values visible in subsequent code tables based on previously entered data (e.g., crime type).	X				
10.00	The proposed solution must have the ability for users to generate inquiries to internal and external data sources-such as NCIC from within each relevant module (eg., master names, warrants, property, etc.).	X				
11.00	The proposed solution must have the ability for users to generate a Daily Activity Log with auto-entry based on CAD calls, Incidents and other activities in relevant modules.		X			
12.00	The proposed solution must have the ability for users to scan and attach items to all modules with reports that record when items were attached, in order to recognize what can potentially be purged after a defined period of time.	X				
13.00	The proposed solution must have the ability capture digital signatures in any applicable modules.	X				
14.00	The proposed solution must have the ability to track residential and business security checks, interactive with the CAD and Mobile applications.	X				
System Administration						
15.00	The proposed solution must use consistent ESRI mapping (the same geofile) throughout all applications for system-wide address verification.	X				
16.00	The proposed solution must provide for agency-defined security-tiered access to all RMS modules, based on users, groups, and roles.	X				

17.00	The proposed solution must provide for administrators to define system-wide alert types and conditions such as location radius and expirations.			X		Alerts can be added to any field in the system. It does not currently allow a radius setting for the alert.
18.00	The proposed solution must maintain historical alert information for reporting purposes.		X			Hexagon needs clarification on what Alert information is being referenced here. OnCall has a robust auditing process but without more info we are not able to fully evaluate this item.
19.00	The proposed solution must provide a data dictionary.	X				
20.00	The proposed solution must provide for administrators to add custom fields to any module, which can be reported upon in standard and ad-hoc reports.	X				
21.00	The proposed solution must provide for administrators to define fields and field placements (tab orders) within any module, including the ability to specify which fields are required and which fields are hidden or not used.	X				
22.00	The proposed solution must provide the following reports for system administrators:					
22.01	Failed log-ins	X				Hexagon clarifies that login attempts and failed logins are tracked. Report authors with permissions can use Power BI Desktop or Report Builder to create reports against an archived copy of the OnCall Records database. Hexagon assumes the report will be created by the County report authors.
22.02	Number of attempts	X				Hexagon clarifies that login attempts and failed logins are tracked. Report authors with permissions can use Power BI Desktop or Report Builder to create reports against an archived copy of the OnCall Records database. Hexagon assumes the report will be created by the County report authors.
22.03	Dates and times of attempts	X				Hexagon clarifies that login attempts and failed logins are tracked. Report authors with permissions can use Power BI Desktop or Report Builder to create reports against an archived copy of the OnCall Records database. Hexagon assumes the report will be created by the County report authors.
22.04	Machine used	X				Machine is identified by IP address. Report authors with permissions can use Power BI Desktop or Report Builder to create reports against an archived copy of the OnCall Records database. Hexagon assumes the report will be created by the County report authors.
23.00	The proposed solution must have the ability to produce reports on security violations.	X				

24.00	The proposed solution must include the ability for administrators to define and maintain items within drop-down picklists/validations lists throughout the system.	X				
25.00	The proposed solution must include the ability for administrators to define associated codes or alternate values for each drop-down picklist item for reporting puprposes (eg., NIBRS, accident/crash, tickets/citations, etc.).	X				
26.00	The proposed solution must include a test/training environment that accurately mirrors the live production environment.			X		Hexagon has included Test and Training environments for the RSO as depicted in the System Configuration Diagram attachment. Hexagon clarifies these environments are not exact replicas of the production environment which can be expected because the test and training environment would not have the same demands as production.
27.00	The proposed solution must support records retention and purging features, with automation based on statutes and rules the agency can configure.		X			Purging expunged records is supported if configured to do so, but we do not systematically purge records.
28.00	The proposed solution must provide a full audit log, with security permissions, including users that have accessed a particular record, what was accessed or changed (with before and after values, the user(s) performing any changes, workstation ID(s), and if a record was printed or emailed).			X		OnCall Records doesn't provide workstation ID's as it is a web application and that information is not available, but it does store IP addresses.
29.00	The proposed solution must provice means to audit all queries, including the ability to view which users performed the queries, what queries were performed, and dates/times of the queries.			X		OnCall Records audits searches and other queries, but does not spell out exactly what was searched, just that a search is conducted.
30.00	The proposed solution must automatically format all fields to include the proper input mask when number are typed (e.g., SSN, telephone numbers).	X				
Online Help Documentation						
31.00	The proposed solution must have the ability to access an online help menu	X				
32.00	The proposed solution must have the ability to provide context-sensitive help that may be accessed from within the application.	X				
33.00	The proposed solution must have the ability for the agency to edit the text in help files.		X			
34.00	The proposed solution must have the ability for help files to automatically update at the time of any version/release updates by the vendor.	X				

35.00	The proposed solution must have the ability to prevent software updates from overriding agency-specific online documentation and help files.		X			
36.00	The proposed solution must have the ability to search help files by:					
36.01	Keywords	X				
36.02	Topics	X				
Quality Control / Data Validation						
37.00	The proposed solution must have the ability to perform data validation at the time of data entry and again at the time of submission (e.g., NIBRS, e-Citation, e-Crash).			X		OnCall supports validations on Citation and Crash through Clevest as long as the State is supported; the issue is at data entry. We do not support field level validation. Users can hit the Validate button prior to Submitting, but that is not field level validation.
38.00	The proposed solution must have the ability for corrected / updated information in a field (e.g., address) to auto-populate across related modules.	X				
39.00	The proposed solution must have the ability to validate location information against the application's local geofile at the time of data entry.	X				
40.00	The proposed solution must have the ability to indicate unverified locations and allow for users to override, if necessary.	X				
Application Integration						
41.00	The proposed solution must have the ability to share master name indices, with photos/mugshots between RMS and JMS, if applicable.	X				
42.00	The proposed solution must have the ability to transfer basic CAD call information to RMS (e.g., location, call type, all call times, assigned units and personnel, and call disposition).	X				Hexagon assumes this is OnCall Records.
43.00	The proposed solution must have the ability to transfer CAD data either when a report number is assigned or when the call is closed.	X				
44.00	The proposed solution must have the ability to allow the CFS data imported into the RMS incident report to be modified, whether or not the CFS has been closed in CAD.	X				
45.00	The proposed solution must have the ability to support the the population of fields in RMS from data that was entered in other modules, applications, and components (e.g., arrests, Contacts, Bookings Incidents, Cases, and Vehicles the field reporting application, CAD, etc.).			X		OnCall does support some data transfer from module to module and from application to application, but we need further evaluation here to determine if interfaces would be required which are not currently proposed.
46.00	The proposed solution must have the ability to integrate directly with CAD, Mobile, and JMS for data transfers, where applicable. If the proposed solutions are "best of breed", they must fully integrate with all applications in real-time.	X				Assumes Hexagon CAD/Mobile/RMS integrated with third-party JMS that can support the requirement. If a different CAD/RMS/JMS solution is selected along with one of the proposed OnCall products, then Hexagon would need to evaluate and scope those interfaces on a case-by-case basis.
General Master Indices Requirements						
47.00	The proposed solution must have the ability to maintain the following master indices:					

47.01	Persons	X				
47.02	Vehicles	X				
47.03	Locations	X				
47.04	Organizations (including businesses)	X				
48.00	The proposed solution must have the ability to automatically query master indices upon entry of information in a new master person, business, or vehicle record for identifying potential master index matches (which fields or combinations of fields constitute a match).	X				
49.00	The proposed solution must have the ability to maintain historical information upon entry of new/updated information into a master record (previous address, phone, vehicle color, etc.).	X				
50.00	The proposed solution must have the ability to automatically update master indices upon entry of information into the RMS (or transfer from a field report, as defined by the agency).	X				
51.00	The proposed solution must have the ability for users to decide whether to link information to an existing master record or add a new record (e.g., persons, businesses, vehicles).	X				
52.00	The proposed solution must have the ability for users to create a new entry if it is determined a master record does not exist.	X				
53.00	The proposed solution must have the ability to run a report to identify potential duplicate master records.	X				
54.00	The proposed solution must have the ability to merge duplicate master records based on certain criteria.	X				
55.00	The proposed solution must have the ability to unmerge master records.	X				
56.00	The proposed solution must have the ability to search RMS by any data element in a master index.	X				
57.00	The proposed solution must have the ability to associate files, images, documents etc. to master records.	X				
58.00	The proposed solution must include the ability to create an alert that monitors activity with the master indices, such as names, and vehicles, and generate an alert based on records matching the specified criteria.	X				
59.00	The proposed solution must have the ability to link across master indices (e.g., link names or a budiness to vehicles).	X				
Master Name Index						
60.00	The proposed solution must have the ability to record information and descriptions, including, but not limited to: Date of birth, SSN, height, weight, physical charactaristics, scars/marks/tattoos, etc.	X				
61.00	The proposed solution must have the ability view any photos (mugshots, scars/marks/tattoos, etc.) associated with the master name record.	X				
62.00	The proposed solution must have the ability to view a history of changes within a master name record for updates within data fields (e.g., height, weight, address, phone number).	X				

63.00	The proposed solution must have the ability to provide a matching algorithm that allows users to search names by a variety of criteria, such as sound-alike searching (eg., Peterson vs. Petersen).	X				
64.00	The proposed solution must have the ability to link a name record to any module that utilizes the master name index.	X				
65.00	The proposed solution must have the ability to link alias names to a master name record and be visible in search returns, with the person's actual name.	X				
66.00	The proposed solution must have the ability to view all related records and activities in other modules when querying a master name record.	X				
67.00	The proposed solution must allow for the master name index to provide maintenance functions that will permit a record or report to be unlinked from one name and linked to another.	X				
Juvenile Records						
68.00	The proposed solution must have the ability to easily identify an individual as a juvenile by a visual indicator in the name record and in search results (grid lists).	X				
69.00	The proposed solution must accommodate different security permissions for access to juvenile master name records, distinctly from adult name records.	X				
70.00	The proposed solution must have the ability to document information about the juvenile including the full name, date of birth, address, contacts (i.e., family) information, physical descriptors, sex, and name of the school they attend.	X				
71.00	The proposed solution must provide for the expungement of juvenile records from the system (eg., when ordered by the court or to comply with a statute).	X				
72.00	The proposed solution must have the ability to archive juvenile information when the subject reaches the agency-defined "adult" age.		X			
73.00	The proposed solution must have the ability to track diversion programs or placements in lieu of being charged in court.			X		This can be done by configuring the code tables and forms as needed.
Master Vehicle Index						
74.00	The proposed solution must have the ability to record information and descriptions, including, but not limited to: Year, license plate number, make, model, color(s), condition, owner, etc.	X				
75.00	The proposed solution must have the ability to link a master vehicle record with any applicaple RMS module that has vehilce entry/association (eg., incidents, cases, master names, accidents, citations, etc.).	X				
76.00	The proposed solution must have the ability to associate multiple owners with one vehicle.	X				
77.00	The proposed solution must have the ability to track previous vehicle owners.	X				

78.00	The proposed solution must have the ability to view all records in other modules associated with (linked to) a vehicle.	X				
79.00	The proposed solution must have the ability to view all related records when querying a master vehicle record.	X				
Master Location Index						
80.00	The proposed solution must provide a master location index providing a means to verify location information throughout RMS based on a specific address, a range of addresses, an area (i.e., as defined in the agency geofile), and/or locations based on latitude/longitude coordinates.	X				
81.00	The proposed solution's MLI must be consistent system-wide (RMS, CAD, Mobile, JMS, system reporting tools, etc.).			X		Excluding JMS, which Hexagon understands will be a third-party system integrated to RMS.
82.00	The proposed solution must allow the MLI to store and provide access to additional premise information, such as occupancy, files and documents (e.g., floor plans), and premise type (e.g., residence vs. business).	X				Master Location records can store as many attachments as required.
83.00	The proposed solution must have the ability to indicate If a location is within the boundaries of the agency geofile. During the geo-validation process, identification information such as latitude/longitude coordinates and agency-defined reporting areas/map layers must be linked to the location information.	X				
Master Business / Organization Index						
84.00	The proposed solution must have the ability for the agency to define categories (e.g., businesses, schools, shopping centers, etc.).	X				
85.00	The proposed solution must have the ability to search on a variety of data elements and obtain a listing of all records associated with that business or organization.	X				
86.00	The proposed solution must have the ability to link a master business or organization record to activity in any module (eg., incident, case, permits, etc..).	X				
87.00	The proposed solution must have the ability to maintain the business or organization location, owner, contacts/keyholders, and name changes.	X				
88.00	The proposed solution must have ability for master business or organization records to permit the linking of aliases to organizations (e.g., M&M Associates, doing business as Joe's Pawn Shop).	X				
Arrests						
89.00	The proposed solution must have the ability to support multiple charges for a person within a single arrest form.	X				
90.00	The proposed solution must have the ability to add multiple counts of each statute on the arrest form.	X				

91.00	The proposed solution must have the ability to allow arrests to indicate multiple clearances, as specified for CIBRS / NIBRS reporting and link several cases to one arrest in the instance of multiple clearances.	X				
92.00	The proposed solution must have the ability to allow users to add supplemental arrest narratives to the original case report in the event of an arrest at a later date.	X				
93.00	The proposed solution must automatically transfer pre-booking information into a jail booking form from RMS or the Mobile / Field Reporting application.	X				
94.00	The proposed solution must have the ability to create a booking sheet to manually provide to the jail.	X				
95.00	The proposed solution must have the ability to record the following information for an arrest, including but not limited to:					
95.01	Arrestee name	X				
95.02	Mugshot capture	X				
95.03	DNA capture	X				
95.04	Arrest date and time	X				
95.05	Arresting law enforcement personnel	X				
95.06	Fingerprints/Livescan	X				
95.07	Case number	X				
95.08	Incarcerated location	X				
95.09	Arrest location	X				
95.10	Court date	X				
95.11	Charge(s)	X				
96.00	The proposed solution must have the provide for users to record methods used for subject identification. The process must also record other steps such as the issuing of a Miranda Warning.	X				
97.00	The proposed solution must have the ability to associate arrest records with multiple agencies.	X				
98.00	The proposed solution must trigger any active warrants based on the master name record when an arrest is saved and allow users the ability to indicate the warrant as served, if the arrest pertains to the active warrant.		X			
99.00	The proposed solution must default the following information from the warrant if linked to the arrest:					
99.01	Charge(s)	X				
99.02	Date and time served	X				
99.03	Warrant number	X				
99.04	Docket number	X				
99.05	Agency that issued the warrant	X				
100.00	The proposed solution must have the ability to view and print arrest reports.	X				

101.00	The proposed solution must have the ability to produce an arrest log for the media.	X				The system has the ability to create this with OnCall Analytics as a custom report. Additional services would be required if the RSO wants Hexagon to create the report.
Case Reports						
102.00	The proposed solution must provide for entering information that complies with local, county, and CIBRS / NIBRS reporting requirements.	X				
103.00	The proposed solution must provide the ability to configure the Case module to prompt users for specific forms to be completed based on certain call types or other criteria (e.g., call dispositions, etc.).		X			
104.00	The proposed solution must have the ability to transfer specific data from CAD into the case report. The transferred data should be configurable by the agency, and should include, but not be limited to the following:	[redacted]				
104.01	Agency / area	X				Hexagon clarifies this is possible if the address has the different layers built in like Agency, Areal, etc.
104.02	Persons (including suspects, victims, witnesses, complainants, etc.)	X				
104.03	Case / incident number	X				
104.04	Dates and times of incident activity	X				
104.05	Location of incident	X				
104.06	Reporting district / beat	X				
104.07	Reporting party name and phone number	X				
104.08	Offense (with description)	X				
104.09	Reporting officer	X				
104.10	Case status	X				
104.11	Persons	X				
104.12	Vehicles	X				
104.13	Property	X				
105.00	The proposed solution must allow multiple personnel to create and add supplemental reports, linked to the original case report.	X				
106.00	The proposed solution must provide the ability for a primary personnel to be assigned with the responsibility for completing the report.	X				
107.00	The proposed solution must allow multiple personnel to provide input to a case report once it is created and a case number is assigned	X				
108.00	The proposed solution must allow the primary report responsibility assignment to be changed to other personnel during the life of the report	X				
109.00	The proposed solution must provide for the case report to contain the following:	[redacted]				
109.01	Offense(s)	X				
109.02	Persons (including suspects, victims, witnesses, complainants, etc.)	X				

109.03	Case property	X				
109.04	Vehicles	X				
109.05	Case status	X				
109.06	Assigned personnel	X				
109.07	Activity assignments to personnel	X				
109.08	Dispositions	X				
110.00	The proposed solution must allow for case reports to have free-text narrative fields that allow for entering an unlimited amount of information.	X				
111.00	The proposed solution must allow the case report to be locked upon final approval to prevent further edits, with exception to authorized personnel.	X				
112.00	The proposed solution must allow the incident report to be locked to prevent viewing, with exception to authorized personnel.	X				
113.00	The proposed solution must provide for supervisors to receive, review, approve, and reject case reports.	X				
114.00	The proposed solution must provide for an audit trail, viewable by supervisors, during the approval / rejection process that indicates each report version, update, and change.	X				
115.00	The proposed solution must provide for online supervisor notifications when a report is ready for review.	X				
116.00	The proposed solution must provide a review function that allows supervisors to indicate any required changes and include supervisor remarks.	X				
117.00	The proposed solution must provide case report validation error messages that can be edited by the agency.	X				
118.00	The proposed solution must provide agency-defined case report routing (e.g., agency policy dictates the destination(s) of reports).	X				
119.00	The proposed solution must have the ability to associate an unlimited number of property/evidence items to a case.	X				
120.00	The proposed solution must support importing and storing any attachment types (any types that are supported by MS Windows).	X				
121.00	The proposed solution must allow an authorized user to change the the case number, if entered incorrectly.	X				
122.00	The proposed solution must contain the CAD call for service and incident response record in the RMS and allow it to be linked to the case .	X				
123.00	The proposed solution must have the ability to allow authorized users to build unlimited case report output (print) templates, such as an internal report, a media report, etc., and for users to specify which data is printed for each template.	X				

124.00	The proposed solution must have the ability to generate reports of CIBRS / NIBRS information by district via an Originating Agency Identifier (ORI) map layer, which would determine what area the incident and arrest occurred in.	X				
125.00	The proposed solution must have the ability to run a report detailing which incidents and arrests are included in the NIBRS / CIBRS report submitted to the state.	X				
Case Assignment / Case Management						
126.00	The proposed solution must include a case management feature to track all cases assigned to personnel.	X				
127.00	The proposed solution must allow supervisors to view and generate a dashboard view of unassigned cases.		X			
128.00	The proposed solution must allow supervisors to assign case responsibility to a primary investigator or other personnel, as desired.	X				
129.00	The proposed solution must have the ability for the system to identify the "next due" investigator when assigning cases, based on agency-defined criteria (case load, etc.).	X				
130.00	The proposed solution must have the ability to assign cases based on a specialty area (or bureau) of investigation.	X				
131.00	The proposed solution must have the ability to assign multiple investigators to a case.	X				
132.00	The proposed solution must have the ability to assign review dates with an investigation assignment.	X				
133.00	The proposed solution must have the ability to distinguish roles for investigators (e.g. primary, secondary, etc.).	X				
134.00	The proposed solution must have the ability for investigators to receive an electronic notification and/or email that they have been assigned a new case.	X				
135.00	The proposed solution must have the ability for supervisors to reassign cases to different personnel.	X				
136.00	The proposed solution must have the ability for supervisors to electronically notify investigators of case reassignments.	X				
137.00	The proposed solution must allow leads assigned to individuals to be displayed on their user dashboards.	X				
138.00	The proposed solution must allow for a court disposition (per person arrested and per charge) to be documented in the case record as the court case is completed.	X				
139.00	The proposed solution must support the ability to reopen a case, if necessary, based on new evidence.	X				
140.00	The proposed solution must allow supervisors to view workload information, assess all requests for new investigations, receive deadlines and reminders, and interact with investigators electronically.	X				

141.00	The proposed solution must provide for Case Assignment / Case Management dashboards that can be user-configured for desired views.		X			
142.00	The proposed solution must document investigation activities, including collecting evidence, developing leads, conducting interviews, requesting warrants, and writing supplemental reports.	X				
143.00	The proposed solution must allow authorized investigators to assign tasks to others.	X				
144.00	The proposed solution must be capable of monitoring and tracking at both the case and task levels, with due dates.	X				
145.00	The proposed solution must provide for the use of solvability factors that are agency-defined.	X				
146.00	The proposed solution must provide narrative formatting features (e.g., similar to a word processing application).	X				
147.00	The proposed solution must have the ability to link or associate additional case numbers.	X				
148.00	The proposed solution must provide case management functions including, but not limited to: Capturing and storing investigation data, adding evidence, requesting a warrant, conducting interviews and photo lineups, and producing supplemental reports,	X				
149.00	The proposed solution must allow investigators to initiate criminal charges and obtain and execute search and arrest warrants.	X				
150.00	The proposed solution must allow each agency to define specific activities, including a time allocation for each activity, and generate alerts to agency-defined recipients.	X				
151.00	The proposed solution must have the ability for users to electronically send case report updates to agency-defined recipients.	X				
152.00	The proposed solution must have the ability for case reports to be automatically sent to a supervisor based on agency-defined business rules (e.g., crime type, last follow-up, age of case, etc.).	X				
153.00	The proposed solution must ability for the system to link all associated reports (e.g., incident report, supplemental reports, etc.).	X				
154.00	The proposed solution must have the ability to establish case priority levels.	X				
155.00	The proposed solution must have the ability to establish case management workflows and tasks, based on agency-defined business rules.	X				
156.00	The proposed solution must have the ability to to electronically route documents, tasks, approvals, etc. to the next authorized user. This should also support optional workflow e-mail notifications and/or system alerts to the appropriate users, based on agency-desired workflow.	X				

157.00	The proposed solution must have the ability to automatically escalate or route workflow assignments to an alternative approver, based on the expiration of user-defined action time limits or other factors.	X				This is an approval configuration option.
158.00	The proposed solution must have the ability to limit security access to case information at the following levels:					
158.01	Case level	X				
158.02	Field level	X				
158.03	Case document level	X				
159.00	The proposed solution must have the ability to limit any case modifications by security level(s).	X				
160.00	The proposed solution must have the ability to provide an audit trail of user access to a case record.	X				
161.00	The proposed solution must have the ability for supervisors to monitor all case activity.	X				
162.00	The proposed solution must have the ability to display a list of reports initiated by a deputy / officer in each geographical region or station and the status of each report in both dashboard and report formats, for supervisors to monitor all case activity.			X		The system does not currently offer this as a dashboard.
163.00	The proposed solution must have the ability to visually distinguish by case status (e.g., by color, font, underline, or other indicator).	X				Status values are displayed.
164.00	The proposed solution must have the ability to visually distinguish by case priority (e.g., by color, font, underline, or other indicator).	X				Case priority can be added to the default view if desired.
165.00	The proposed solution must have the ability to produce a list of cases pending or past due.	X				
166.00	The proposed solution must have the ability to easily identify late, incomplete, deleted, or missing reports or supplements.	X				
167.00	The proposed solution must have the ability to include a workflow chart.	X				
168.00	The proposed solution must have the ability to create an alert to determine when an additional action or task is due (e.g., supplement report is due within 30 days of assignment).	X				
169.00	The proposed solution must have the ability to provide dedicated fields to track court case dispositions.	X				
170.00	The proposed solution must have the ability to generate a "face sheet" that includes agency-defined data fields (such as for the District Attorney's office).	X				
Lineups						
171.00	The proposed solution must have the ability to query the mugshot data for lineups by:					
171.01	Name	X				
171.02	Age or age range	X				
171.03	Gender	X				
171.04	Race	X				
171.05	Hair color	X				

171.06	Eye color	X				
171.07	Height or height range	X				
171.08	Weight or weight range	X				
171.09	Scars, marks, tattoos	X				SMT are searchable throughout the entire system.
171.10	Physical characteristics	X				
171.11	Date of birth or date of birth range	X				
171.12	Modus Operandi (M.O.)	X				
172.00	The proposed solution must have the ability to generate a lineup based on any physical characteristic.			X		
173.00	The proposed solution must have the ability to query lineups by any information associated with an individual, regardless if it is a physical characteristic (eg., search on employer).			X		
174.00	The proposed solution must have the ability to select multiple mugshot photos to create a lineup.	X				
175.00	The proposed solution must have the ability to drag and drop photos into a lineup.		X			
176.00	The proposed solution must have the ability to determine the number of photos to be presented in a lineup.	X				
177.00	The proposed solution must have the ability to replace a photo in a lineup.	X				
178.00	The proposed solution must have the ability to pre-select a person for inclusion in a photo lineup.	X				
179.00	The proposed solution must have the ability for users to select which photo to use if a person has multiple photos on file within their master name record.	X				
180.00	The proposed solution must have the ability to view demographic information on a person within the lineup.	X				
181.00	The proposed solution must have the ability to select whether to print the name and other agency-defined information (law enforcement copy) or to exclude agency-defined information (witness copy).	X				
182.00	The proposed solution must have the ability for the system to randomly assign suspect position(s) / location(s) within the lineup.	X				
183.00	The proposed solution must have the ability to prevent juvenile photos from being displayed in adult photo lineups.	X				
184.00	The proposed solution must have the ability to save lineups and attach to a case.	X				
185.00	The proposed solution must have the ability to print lineups.	X				
186.00	The proposed solution must have the ability to export lineups (e.g., to email).	X				
187.00	The proposed solution must have the ability to save line-ups to alternative media (e.g., thumb drive or other device).			X		Can be turned into pdf that can be exported. This is not an automatic feature at this time.
Redacting, Sealing, and Expungements						
188.00	The proposed solution must have the ability to electronically redact information from a case report.	X				

189.00	The proposed solution must provide the ability for users to select which data elements will be redacted, prior to printing a report or making it available by electronic means.			X		
190.00	The proposed solution must provide the ability to print or publish a full version and any redacted versions of a case report.	X				
191.00	The proposed solution must allow for related master names to be indicated and viewed as "RESTRICTED" (or similar term) and be viewed or printed as such if the name information cannot be released (e.g., the victim of a sexual assault).	X				
192.00	The proposed solution must have the ability to electronically redact selected information in narratives.	X				
193.00	The proposed solution must have the ability to include agency-defined language in the header of a redacted report (e.g. "Original Report", "Redacted Report", etc.).	X				
194.00	The proposed solution must have the ability to provide an audit trail of redactions and/or save a "before" copy.	X				
195.00	The proposed solution must have the ability to save a copy of the redacted report.	X				
196.00	The proposed solution must have the ability for the agency to establish an automatic redaction process in which agency-defined fields are automatically excluded when a report type is selected.	X				
197.00	The proposed solution must allow authorized users to seal a case report.	X				
198.00	The proposed solution must have the ability to seal a person on a case report without sealing an entire case.	X				
199.00	The proposed solution must have the ability to require a reason when indicating that a case or person within a case is sealed (or marked as "confidential"), at the record and field levels.			X		You can indicate a reason when sealing or expunging a person.
200.00	The proposed solution must have the ability to prevent unauthorized users from viewing a sealed case record.	X				
201.00	The proposed solution must have the ability to expunge a person from a case report.	X				
202.00	The proposed solution must recognize the age of majority in the jurisdiction in order to determine if certain juvenile case-related data can be made available to the public.	X				
203.00	The proposed solution must have the ability to ability to seal and expunge records in RMS and this affect related information in software provided by third-party applications, without the need to do so in each application.	X				OnCall Records has a Sealing and Expungement wizard that is available for each agency to define through options.
State (CIBRS) and National Incident Based Reporting (NIBRS)						
204.00	The proposed solution must have the ability to comply with state and NIBRS standards.	X				
205.00	The proposed solution must have the ability to maintain compliance with CIBRS / NIBRS reporting changes as they are modified.	X				

206.00	The proposed solution must have the ability to associate local classifications / statute numbers to CIBRS / NIBRS classifications.	X				
207.00	The proposed solution must have the ability to perform NIBRS error checking and validations on a case report, including detailed error messages.	X				
208.00	The proposed solution must have the ability to perform NIBRS checks with the ability for users to click on an error and be presented with specific NIBRS error details.	X				
209.00	The proposed solution must have the ability to support online submission of monthly (and/or agency-defined time-frame) reports.	X				
210.00	The proposed solution must have the ability to prevent reports from being submitted to CIBRS / NIBRS until all errors have been corrected.	X				
211.00	The proposed solution must have the ability for subsequent submissions for NIBRS review to include any changes in cases where a submission was re-submitted.	X				
212.00	The proposed solution must have the ability to produce CIBRS / NIBRS and UCR reports.	X				
Field Contacts / Field Investigations						
213.00	The proposed solution must provide a field contact / field Investigation module and associate persons to the master name index, if desired.	X				
214.00	The proposed solution must allow entry of field contacts from both RMS and mobile (if applicable).	X				
215.00	The proposed solution must allow entry of field contact / field investigation information and enter information on persons, locations, reason for contact, and narrative.	X				
216.00	The proposed solution must integrate any vehicles or property added to a field contact/field investigation with the vehicle or property modules.	X				
Property and Evidence						
217.00	The proposed solution must provide for property and evidence items to be entered with descriptors and tracking identifiers that are recorded for inventory control and chain-of-custody purposes.	X				
218.00	The proposed solution must support user-configurable dashboards for property and evidence.		X			
219.00	The proposed solution must enforce industry property coding standards, such as NCIC and NIBRS property codes.	X				
220.00	The proposed solution must have the ability for the agency to define property and evidence types.	X				
221.00	The proposed solution must have the ability for the agency to define associated data fields corresponding to specific property and evidence types.	X				
222.00	The proposed solution must have the ability to enter and maintain property and evidence for multiple agencies.	X				
223.00	The proposed solution must link property and evidence information with a case report.	X				
224.00	The proposed solution must automate queries to CLETS / NCIC for a stolen property search.		X			This would not be automated.

225.00	The proposed solution must have the ability to capture signatures for receipt, check-out and check-in of evidence.	X				
226.00	The proposed solution must provide standard property and evidence reports, as well as support the creation of ad-hoc reports.	X				
227.00	The proposed solution must have the ability to provide a barcode system that will allow property to be scanned and barcode labels printed at any station(s).	X				
228.00	The proposed solution must have the ability for each agency to configure which data fields are printed on barcode labels.	X				
229.00	The proposed solution must have the ability to record a date and time stamp with any barcode activity.	X				
230.00	The proposed solution must have the ability to print multiple barcode labels at one time.	X				
231.00	The proposed solution must have the ability to generate a single barcode label for all items with a specific property number.	X				
232.00	The proposed solution must have the ability to provide information on a barcode label, including but not limited to:					
232.01	Item number	X				
232.02	Property number	X				
232.03	Case number	X				
232.04	Property description	X				
233.00	The proposed solution must provide notifications when evidence will be needed for court (e.g., when a user receives a court summons to testify, the appropriate personnel are ntified in advance).	X				
234.00	The proposed solution must allow for batch entry of property and evidence.	X				
235.00	The proposed solution must provide for a vehicle and its contents to be entered as one piece of property or evidence (if the agency desires this process), with fields for describing the contents within a vehicle.		X			
236.00	The proposed solution must allow personnel to access a property record to view detailed information about the item and historical information about the custody and control of the item, including its current status and location.	X				
237.00	The proposed solution must provide the ability to accurately track all property items and verify evidentiary chain-of-custody requirements are met.	X				
238.00	The proposed solution must track property that has is stored in remote facilities	X				
239.00	The proposed solution must manage dispositions of property items with timed events to notify property personnel when items can be released, destroyed, or sold at auction, in accordance with statutes.			X		

240.00	The proposed solution must have the ability to automatically notify supervisors of personnel who fail to respond to system requests for property dispositions (this may need to be an interface with the current WorkForce Management Plus software application).	X				OnCall records provides the ability to do this. Hexagon has included a custom interface to WorkForce Management. Per negotiations discussions Hexagon understands RSO does not require the WorkForce Management interface to be an RMS interface and requires instead a CAD interface. Hexagon has updated the scope to remove the RMS interface and add the CAD interface. Please refer to Attachment 4 H of the proposal response for more information about proposed interfaces.
241.00	The proposed solution must maintain a disposition history for a specified time period or if retained indefinitely for future investigative purposes.	X				
242.00	The proposed solution must have the ability for the agency to configure an item numbering sequence.	X				
243.00	The proposed solution must have the ability for the agency to override a numbering sequence, based on permissions.	X				
244.00	The proposed solution must have the ability to designate property and evidence types for the following:					
244.01	Evidence	X				
244.02	Found property	X				
244.03	Safe keeping	X				
244.04	Lost	X				
244.05	Stolen	X				
244.06	Recovered	X				
244.07	Agency-defined	X				
245.00	The proposed solution must have the ability to associate NIBRS codes with property.	X				
246.00	The proposed solution must have the ability to link a property record to an incident and/or case report.	X				
247.00	The proposed solution must have the ability for each agency to define storage locations and identifiers/descriptors (e.g., shelf, bin, bag, garage).	X				
248.00	The proposed solution must have the ability to provide easily duplicate a change-of-custody entry for items under the same tag.	X				
249.00	The proposed solution must have the ability for property and evidence reports to be exported into other file formats such as MS Excel.	X				
250.00	The proposed solution must have the ability to import property information from an incident or case report into a property record.	X				
251.00	The proposed solution must have the ability to generate a receipt for items entered into property and evidence.	X				
252.00	The proposed solution must have the ability to automatically assign storage locations based on:					
252.01	Available locations		X			

252.02	Property type		X			
253.00	The proposed solution must have the ability for users to manually enter a storage location, if desired.	X				
254.00	The proposed solution must have the ability to record the following information related to a drug seizure:	[redacted]				
254.01	Drug type	X				
254.02	Quantity	X				
254.03	Weight	X				
254.04	Estimated value	X				
255.00	The proposed solution must have the ability to record the following information related to a weapon:	[redacted]				
255.01	Type	X				
255.02	Description	X				
255.03	Owner information	X				
255.04	Size	X				
255.05	Make	X				
255.06	Caliber	X				
255.07	Serial number	X				
255.08	Manufacturer	X				
256.00	The proposed solution must have the ability to maintain a balance of currency held.		X			This can be done with reporting and analytics.
257.00	The proposed solution must have the ability to track forfeited currency.	X				
258.00	The proposed solution must have the ability to generate a receipt for currency taken into property or evidence.	X				
259.00	The proposed solution must have the ability to attach digital property / evidence (e.g., photographs, video, emails, etc.).	X				
260.00	The proposed solution must have the ability to print digital property / evidence.	X				
261.00	The proposed solution must have the ability to batch upload digital property / evidence.	X				
262.00	The proposed solution must have the ability to restrict access to digital property / evidence by security permissions.	X				
263.00	The proposed solution must have the ability to purge digital evidence.	X				
264.00	The proposed solution must have the ability to email digital property / evidence and record the email information in the chain of custody.		X			
265.00	The proposed solution must have the ability to reject submitted property / evidence and indicate a reason (e.g., improperly packaged or documented).	X				
266.00	The proposed solution must have the ability to notify submitting personnel that an item was rejected..	X				
267.00	The proposed solution must have the ability to generate a report showing the number of rejected items.	X				
268.00	The proposed solution must have the ability to resubmit rejected items after required corrections have been made.	X				

269.00	The proposed solution must have the ability to track the chain of custody for blood kits:					
269.01	Date the kit is mailed	X				Hexagon clarifies that if desired fields are not in the COTS product, agency administrators have to ability to add all needed fields.
269.02	Date results are received	X				Hexagon clarifies that if desired fields are not in the COTS product, agency administrators have to ability to add all needed fields.
270.00	The proposed solution must have the ability to notify a single user or multiple users of changes in chain of custody status for a defined property item.	X				
271.00	The proposed solution must have the ability to track the viewing of a property item, including but not limited to:					
271.01	Start and end time of viewing			X		End time of viewing is not tracked.
271.02	Evidence viewed	X				
271.03	Location of viewing	X				IP Address of computer used is tracked.
271.04	Person(s) present during viewing	X				User accessing is logged.
271.05	Reason for viewing		X			
272.00	The proposed solution must have the ability to include due dates for items to be returned, with notifications.		X			
273.00	The proposed solution must have the ability to provide automatic reminders (at agency-defined intervals) that checked-out items are overdue.		X			
274.00	The proposed solution must have the ability to generate a chain of custody report for an item.	X				
275.00	The proposed solution must have the ability to query a property item and identify its location from the chain of custody information.	X				
276.00	The proposed solution must have the ability to document users conducting a property / evidence audit.	X				
277.00	The proposed solution must have the ability to document on a property record that an item was included in an inventory or audit.	X				
278.00	The proposed solution must have the ability to generate a list of all property located in a specified area.	X				
279.00	The proposed solution must have the ability to scan all items in a specified location to ensure that items on a list of property are in their proper location.	X				
280.00	The proposed solution must have the ability to generate a report of missing property items.	X				
281.00	The proposed solution must have the ability to notify investigators of items that require review:					
281.01	Manually	X				
281.02	Automatically (based on agency-defined business logic)	X				
282.00	The proposed solution must have the ability to alert property and evidence personnel of items that require review.	X				

283.00	The proposed solution must have the ability to alert property and evidence personnel of property items eligible for disposition.	X				
284.00	The proposed solution must have the ability for the agency to configure property / evidence disposition types.	X				
285.00	The proposed solution must have the ability to generate a report of property eligible for return to an owner.	X				
286.00	The proposed solution must have the ability to generate an owner notification letter based on disposition status.	X				Report authors with permissions can use Power BI Desktop or Report Builder to create reports against the OnCall Records database. Hexagon assumes the report will be created by the RSO.
287.00	The proposed solution must have the ability to add disposal information to a property / evidence record.	X				
288.00	The proposed solution must have the ability to track the information associated with property / evidence destruction in a report.	X				
289.00	The proposed solution must have the ability to require multiple levels of approval prior to property / evidence being eligible for disposal.	X				
290.00	The proposed solution must have the ability to produce automated scheduled reports indicating property / evidence eligible for disposal.	X				
291.00	The proposed solution must have the ability to assign a disposition to all items attached to a case simultaneously.	X				
Vehicle Impounds						
292.00	The proposed solution must support the entry of all identifying information for each vehicle type (eg., passenger cars, trucks, boats, motorcycles, airplanes, etc.).	X				
293.00	The proposed solution must allow the personnel entering an impound to record information as the officer who initiates the impound, impound reason, and information about the vehicle (eg., VIN, description, license plate number, and the condition of the vehicle, as well as information about the owner and driver).	X				
294.00	The proposed solution must check the vehicle against the master vehicle record in RMS and automatically perform a CLETS / NCIC query.			X		The NCIC query is not run automatically.
295.00	The proposed solution must provide for users to include the name of the tow company and impound lot a vehicle is towed to.	X				
296.00	The proposed solution must provide for CAD or mobile users (if applicable) to enter vehicle and impound information, which transfers to RMS.		X			
297.00	The proposed solution must allow an initial estimate of the vehicle's value to be entered.	X				
Accident / Crash Reporting						
298.00	The proposed solution must have the ability to import crash / accident report information from an electronic crash reporting system (currently Crossroads).	X				

299.00	The proposed solution must have the ability to record all crash / accident data as required by the state.			X		While OnCall has the ability to record accidents, it has not been included at this time. Hexagon's understanding is that the RSO uses CrossRoads to complete accidents. Hexagon has included an interface to import accidents from CrossRoads. If RSO prefers for accidents to be completed within OnCall then Hexagon would need to include additional scope.
300.00	The proposed solution must have the ability to manually enter and update crash / accident information into RMS, if desired.	X				
301.00	The proposed solution must have the ability to print crash / accident reports.	X				
302.00	The proposed solution must have the ability to provide standard crash / accident reports.	X				
303.00	The proposed solution must provide for personnel to collect data on the demographics of persons involved for statistical reporting.	X				
304.00	The proposed solution must support the ability to attach diagrams and photographs to a crash / accident report.	X				
305.00	The proposed solution must have the ability to link crash / accident records to ticket / citation records.	X				
306.00	The proposed solution must have the ability to indicate alerts such as "Fatal Accident" and "Needs Approval to Release" on submitted reports.			X		While OnCall has the ability to record accidents, it has not been included at this time. Hexagon's understanding is that the RSO uses CrossRoads to complete accidents. Hexagon has included an interface to import accidents from CrossRoads. If RSO prefers for accidents to be completed within OnCall then Hexagon would need to include additional scope.
Tickets / Citations						
307.00	The proposed solution must have the ability to import ticket / citation information from an electronic ticketing system (currently Crossroads).	X				
308.00	The proposed solution must have the ability to record all data for tickets / citations as required by the state.			X		While OnCall has the ability to record citations, it has not been included at this time. Hexagon's understanding is that the RSO uses CrossRoads to complete citations. Hexagon has included an interface to import citations from CrossRoads. If RSO prefers for citations to be completed within OnCall then Hexagon would need to include additional scope.
309.00	The proposed solution must have the ability to record all data required of tickets / citations as required by the agency, for local ordinances.	X				
310.00	The proposed solution must have the ability to maintain compliance with state data collection requirements as modifications are required by the state.			X		Hexagon does monitor requirements, but from time-to-time there may be a mandate that requires additional services and/or development from Hexagon in order to comply. Hexagon evaluates changes on a case-by-case basis and may require a change order to achieve the functionality.

311.00	The proposed solution must have the ability to export ticket / citation information to the state.			X		While OnCall has the ability to record citations, it has not been included at this time. Hexagon's understanding is that the RSO uses CrossRoads to complete citations. Hexagon has included an interface to import citations from CrossRoads. We assume CrossRoads would be responsible for exporting citations to the State.
312.00	The proposed solution must have the ability to manually update ticket / citation information.	X				
313.00	The proposed solution must have the ability to manually add written citations to RMS and add attachments to the ticket / citation records.	X				
314.00	The proposed solution must have the ability to update a ticket / citation with a disposition from the court system, if provided and desired.	X				
315.00	The proposed solution must have the ability to link ticket / citation person information to master name records.	X				
316.00	The proposed solution must have the ability to link ticket / citation vehicle information to master vehicle records.	X				
317.00	The proposed solution must query RMS and state databases that contain information regarding previously issued tickets / citations and warnings. The query must also check for any outstanding protection orders, warrants or other alerts.		X			
318.00	The proposed solution must provide for personnel to collect data on the demographics of persons involved for statistical reporting and/or demographic profiling.	X				
319.00	The proposed solution must have the ability to produce standard reports for tickets / citations.	X				
320.00	The proposed solution must allow tickets / citations to be associated with case reports or created without a case report.	X				
321.00	The proposed solution must have allow users to save, print, or email a summary list of ticket / citation records directly from a list-view window.	X				Authorized users have the ability to send the search lists to Excel or a PDF which can then be emailed.
Warrants and Protection Orders						
322.00	The proposed solution must have the ability to enter warrants and protection orders in RMS.	X				
323.00	The proposed solution must have the ability to enter caution / risk information on a person.	X				
324.00	The proposed solution must have the ability to notify users if there are alerts (eg., cautions or risks) associated with a person.	X				
325.00	The proposed solution must have the ability to enter an unlimited number of warrants and protective orders associated with a person.	X				
326.00	The proposed solution must have the ability to use agency-defined warrant statuses (e.g., active, pending, reactivate, inactive, recalled, etc.).	X				
327.00	The proposed solution must have the ability to associate multiple statutes to a single warrant.	X				

328.00	The proposed solution must have the ability to attach documents to warrant and protection order records.	X				
329.00	The proposed solution must have the ability to query CLETS / NCIC from within RMS when entering a name into a warrant record.	X				
330.00	The proposed solution must have the ability to submit warrants to the state's CJIS system from within RMS.	X				
331.00	The proposed solution must have the ability to supplement, modify, and cancel a warrant within CJIS / NCIC from RMS.	X				
332.00	The proposed solution must have the ability to record the circumstance of service (e.g., voluntary, law enforcement initiated, etc.).	X				
333.00	The proposed solution must have the ability to allow multiple numbers to be included in the warrant record (eg., NCIC, docket, state case, OCA, etc.).	X				
334.00	The proposed solution must automatically create a system-wide alert on the master name and appropriate locations (such as current address of the persons) upon entry of warrants and protection orders. This includes the ability to alert CAD and mobile users performing inquiries on the person, if applicable.	X				
335.00	The proposed solution must have the ability to provide for users to add comments and narratives to the warrant record.	X				
336.00	The proposed solution must have the ability to provide dedicated fields to track service attempt history, including the following, but not limited to:					
336.01	Officer(s) attempting service	X				
336.02	Date and time of service attempts	X				
336.03	Unlimited free text for notes and descriptions of activities	X				
336.04	Date and time stamps of entries	X				
336.05	User ID of the person making entries	X				
337.00	The proposed solution must provide for a reason for a warrant cancellation to be recorded, if the court cancels a warrant.	X				
338.00	The proposed solution must track any warrant-related activity or status changes including the type of activity, contact with the subject (if any), the date of the activity, and the result of the activity.	X				
339.00	The proposed solution must have the ability to create a warrant affidavit requesting that the court issue a warrant.	X				
340.00	The proposed solution must have the ability to enter the following:					
340.01	Offense tracking number	X				
340.02	Court / Magistrate office the warrant was issued from	X				
341.00	The proposed solution must have the ability to record the personnel name that performed a CJIS/NCIC criminal history inquiry and who it was confirmed by.	X				
342.00	The proposed solution must have the ability to track subpoenas received from the District Attorney's office.	X				
343.00	The proposed solution must have the ability to generate a court calendar with the following information:					

343.01	Case number		X			
343.02	Date of trial		X			
343.03	Personnel		X			
343.04	Defendant name		X			
343.05	Purpose of the trial		X			
344.00	The proposed solution must have the ability to inquire and generate a report of warrants that are awaiting extradition from other agencies.	X				
345.00	The proposed solution must have the ability to create automatic alerts based on warrant status (eg., "in custody", "awaiting trial", "awaiting extradition", etc.).	X				
346.00	The proposed solution must have the ability to import warrant information from the court system (including pending warrants on a daily basis).	X				Hexagon has included an interface to Journal Technologies for bidirectional warrants. Please refer to Attachment 4 H of the proposal response SOW for more information about included interfaces.
347.00	The proposed solution must have the ability to record DNA information.	X				
348.00	The proposed solution must have the ability to record information specific to a search warrant.	X				
349.00	The proposed solution must have the ability to generate reports on open and cancelled warrants within user-specified date and time ranges.	X				
350.00	The proposed solution must record conditions within a protection order record, such as anti-harassment orders and no-contact orders, including all persons named in the orders and their relationships.	X				
351.00	The proposed solution must store information related to protection order conditions, such as the issuing authority, effective time period, location, distance, restrictions, and types of contact prohibited.	X				
352.00	The proposed solution must notify the appropriate designated personnel when a protection order record requires validation.	X				
353.00	The proposed solution must have the ability to notify and track when a protection order is in effect.	X				
354.00	The proposed solution must have the ability to automatically expire a protection order based on the expiration date of the order.	X				
355.00	The proposed solution must have the ability to generate a report of all protection orders expiring within a specified date and time range.	X				
356.00	The proposed solution must have the ability to batch update warrants (service attemps, recalls, etc.).		X			
357.00	The proposed solution must have the ability to support a large volume of warrants in the system (in excess of 25,000).	X				
Narcotics / Intelligence						
358.00	The proposed solution must ensure that intelligence case reports include all of the standard functionality and workflow as standard case reports.	X				

359.00	The proposed solution must provide for agency-defined security permissions for all information within intelligence case reports.	X				
360.00	The proposed solution must have the ability to ensure that intelligence case reports include links to protection orders, field contacts, other intelligence case reports, and standard case reports.	X				
361.00	The proposed solution must have the ability to link master name records associated with an intelligence record and provide for entering information such as informant ID and the M.O., with agency-defined security permissions.	X				
362.00	The proposed solution must allow authorized users to add and track notes on informants to document all contacts with the person(s), with agency-defined security access.	X				
363.00	The proposed solution must provide for authorized users to choose not to submit intelligence cases for CIBRS / NIBRS.			X		Could be done with specific offense codes or a specific agency configuration.
364.00	The proposed solution must have the ability to notify intelligence personnel if a master name record involved an intelligence case is queried in the system. This notification must not notify the user performing the inquiry.			X		RMS does not send an alert on query, but can on view.
365.00	The proposed solution must have the ability to notify users inquiring on a person to any relevant alerts on the person.			X		Alerts can be displayed on view, not on query.
366.00	The proposed solution must have the ability to notify agency-defined personnel if a location involved an intelligence case is queried or entered as a new report in the system.			X		Entered or view is supported.
367.00	The proposed solution must have the ability to track tips, including but not limited to the following:					
367.01	Date and time		X			
367.02	Source		X			
367.03	Narrative / comments		X			
367.04	Category (e.g., suspected trafficking)		X			
367.05	Any reward for valid tips		X			
367.06	Contact information (if provided)		X			
368.00	The proposed solution must allow names, offenses, property, and vehicles to be copied from an intelligence case into a standard case without the need to re-enter the information.		X			
369.00	The proposed solution must have the ability to provide case management functionality for intelligence-related investigations, but have intelligence-related investigations secured separately from other investigation types.	X				
370.00	The proposed solution must have the ability to establish intelligence investigation groups / units (e.g., SWAT, Narcotics, etc.).	X				
371.00	The proposed solution must have the ability to track the workload activity of each specialty unit.	X				
Gangs						

372.00	The proposed solution must have the ability to flag individuals with confirmed or suspected gang involvement in the master name index.	X				
373.00	The proposed solution must have the ability to distinguish between confirmed and suspected gang members.		X			
374.00	The proposed solution must have the ability to record criteria used to identify a person as a gang member.	X				
375.00	The proposed solution must have the ability for gang information to be made available to the JMS and vice versa (if applicable).	X				
376.00	The proposed solution must have the ability to auto-populate the gang module with information from a master name record once a person is identified as a gang member.	X				
377.00	The proposed solution must have the ability to prompt personnel to forward gang information to an investigator when new information is entered into agency-defined fields.	X				
378.00	The proposed solution must have the ability to manually remove gang alerts.	X				
379.00	The proposed solution must have the ability to provide security provisions at the user level to:					
379.01	Create gang records	X				
379.02	Modify gang records	X				
379.03	Indicate a person as a gang member	X				
380.00	The proposed solution must have the ability to prevent gang information from displaying on a master name record.	X				
381.00	The proposed solution must have the ability to transfer agency-defined gang information to CLETS / NCIC from within RMS, based on agency-defined criteria.	X				
382.00	The proposed solution must have the ability to provide dedicated fields to record the following gang-related data:					
382.01	Person name	X				
382.02	Person "street name" or alias	X				
382.03	Date of birth	X				
382.04	Gender	X				
382.05	Race	X				
382.06	Ethnicity	X				
382.07	Known associates	X				
382.08	Height	X				
382.09	Weight	X				
382.10	Hair color	X				
382.11	Eye color	X				
382.12	Gang name	X				
382.13	Street address	X				
382.14	Phone number	X				
382.15	Employer	X				

382.16	Employer address	X				
382.17	Work phone	X				
382.18	Occupation	X				
382.19	Active member (Y/N)	X				
382.20	Physical characteristics	X				
382.21	Scars, marks, tattoos	X				
383.00	The proposed solution must have the ability to track associates of gang members, with the same data fields listed above.	X				
384.00	The proposed solution must have ability to restrict security access to agency-specified fields, including photos, within the gang database by:					
385.00	Person	X				
385.01	Rank	X				
385.02	Agency	X				
386.00	The proposed solution must have the ability to identify juvenile gang members.	X				
Sex Offenders						
387.00	The proposed solution must provide for tracking and registering sex offenders.	X				
388.00	The proposed solution must link sex offender records to master name records.	X				
389.00	The proposed solution must automatically create a system-wide alert on the master name and appropriate locations (such as current address of the offender) upon entry of sex offender information. This includes the ability to alert CAD and mobile users performing inquiries on the person, if applicable.	X				
390.00	The proposed solution must provide the ability to generate a list of registered sex offenders that is accessible by authorized users.	X				
Personnel and Training						
391.00	The proposed solution must have the ability to maintain separate personnel records for each agency on the system.	X				
392.00	The proposed solution must have the ability maintain the following personnel information at a minimum:					
392.01	Agency	X				
392.02	Name	X				
392.03	Employee ID	X				
392.04	Unit ID (if applicable)	X				
392.05	Driver's license number and class	X				
392.06	Hire Date	X				
392.07	Termination / separation date	X				
392.08	Promotion history (start and end date)	X				
392.09	Blood type	X				
392.10	Phone number(s)	X				
392.11	Address	X				

392.12	Sex	X				
392.13	Race	X				
392.14	Marital status	X				
392.15	Rank	X				
392.16	Badge number	X				
392.17	Employment status	X				
392.18	Special skills	X				
392.19	Email address	X				
392.20	Assignment	X				
392.21	Injury history	X				
392.22	Exposure history	X				
392.23	Supervisor(s)	X				
392.24	Education	X				
392.25	Sworn date	X				
393.00	The proposed solution must have the ability to assign an employee a role or position.	X				
394.00	The proposed solution must have the ability to attach a photo to a personnel record.	X				
395.00	The proposed solution must have the ability to record the following information regarding disciplinary action:					
395.01	Type	X				
395.02	Disciplinary action start date and time	X				
395.03	Disciplinary action end date and time	X				
395.04	Status of disciplinary action	X				
395.05	Rank	X				
395.06	Evaluation dates	X				
395.07	History	X				
396.00	The proposed solution must have the ability to generate a report of pending expiration dates for disciplinary action.	X				Report authors with permissions can use Power BI Desktop or Report Builder to create reports against the OnCall Records database. Hexagon assumes the report will be created by the RSO.
397.00	The proposed solution must have the ability to track all changes to personnel information (e.g., promotions, transfers), including but not limited to:					
397.01	Date of change	X				
397.02	Person making the change	X				
397.03	Before and after values	X				
398.00	The proposed solution must have the ability to attach files to a personnel record.	X				
399.00	The proposed solution must have the ability to maintain the history of personnel information that may change over time (e.g. address, phone, etc.).	X				

400.00	The proposed solution must support the tracking of required vaccinations and medical information.	X				
401.00	The proposed solution must generate reports to supervisors for upcoming expirations and required medical procedures, such as vaccinations.			X		This can be done with Reporting and Analytics.
402.00	The proposed solution must maintain information on current health-related duty restrictions affecting personnel.		X			
403.00	The proposed solution must have the ability for inquiries to be conducted on RMS data to identify potential personnel and organizational issues, including:					
403.01	Biased-based policing	X				Authorized RSO users can add fields.
403.02	Uses of force	X				
403.03	Vehicle pursuits	X				
403.04	Vehicle crashes	X				Authorized RSO users can add fields.
403.05	Personnel injuries	X				
403.06	Citation data	X				
403.07	Field contact reports	X				
403.08	Citizen complaints	X				
403.09	Civil and criminal actions	X				
404.00	The proposed solution must maintain personnel information that includes Line of Duty Death (LODD) information (e.g., personnel wishes, contact information, etc.).		X			
405.00	The proposed solution must allow for the creation and maintenance of various schedule patterns (e.g., days on, days off, and assigned hours).		X			
406.00	The proposed solution must record personnel assignments, shifts, and locations.	X				
407.00	The proposed solution must have the ability to generate a duty roster for a specified time period.		X			
408.00	The proposed solution must provide for tracking personnel attendance to agency-defined training courses, programs, and certifications (e.g., NCIC, CPR, etc.).	X				
409.00	The proposed solution must provide a training function that includes tracking required and recommended courses by category, classification, and specialty.	X				
410.00	The proposed solution must have the ability to assign training to:					
410.01	Personnel	X				
410.02	Agency	X				
410.03	Role	X				
411.00	The proposed solution must have the ability to maintain the following training Information:					
411.01	Attendee(s)	X				
411.02	Hours	X				
411.03	Cost		X			

411.04	Course description	X				
411.05	Narrative / comments	X				
411.06	Training provider	X				
411.07	Training location	X				
411.08	Score (pass / fail)	X				
411.09	Method of training	X				
411.10	Recertification required	X				
411.11	Date of recertification	X				
412.00	The proposed solution must have the ability to maintain separate personnel training records for each agency on the system.	X				
413.00	The proposed solution must provide user configurable alerts or notifications for expiring certifications, required trainings etc.	X				
414.00	The proposed solution must provide a training function that includes the ability to attach documents to training records.	X				
415.00	The proposed solution must provide for tracking awards and commendations.	X				
416.00	The proposed solution must have the ability to allow personnel to view (not edit) their training records.	X				
417.00	The proposed solution must have the ability to for authorized personnel to modify training records.	X				
418.00	The proposed solution must have the ability to generate a report of training and associated expiration dates by:					
418.01	Agency	X				
418.02	Personnel	X				
419.00	The proposed solution must have the ability to maintain a list of instructors.	X				
420.00	The proposed solution must have the ability to document hours of instructional time per instructor.		X			
421.00	The proposed solution must have the ability to track required / mandatory training requirements.		X			
422.00	The proposed solution must have the ability to track continuing education hours.	X				
423.00	The proposed solution must have the ability to track follow-up training for personnel that fail certification tests.	X				
424.00	The proposed solution must have the ability to generate a notification to participants of upcoming trianing information (e.g., class location, time, date, etc.).		X			
425.00	The proposed solution must have the ability to report on personnel that were scheduled but did not attend a scheduled training.		X			
426.00	The proposed solution must have the ability for individuals to request training electronically.		X			
427.00	The proposed solution must have the ability to post training information online.		X			

428.00	The proposed solution must have the ability to search training records by:					
428.01	Name	X				
428.02	Group / unit	X				
428.03	Course	X				
428.04	Assignment	X				
428.05	Shift		X			
428.06	Agency	X				
428.07	Training provider	X				
429.00	The proposed solution must have the ability to generate a report on training costs by:					
429.01	Name		X			
429.02	Group / unit		X			
429.03	Course		X			
429.04	Assignment		X			
429.05	Shift		X			
429.06	Agency		X			
429.07	Training provider		X			
429.08	Source (e.g., grants, department-funded, etc.)		X			
430.00	The proposed solution must have the ability to track special teams, either in the personnel module or in a designated special teams module (e.g., Bomb, SWAT, CIT, Marine, Drone, etc.).		X			
Personnel Inventory (Quartermaster)						
431.00	The proposed solution must have the ability to track inventory levels of uniforms and equipment.	X				
432.00	The proposed solution must alert designated staff members when inventory levels reach a preconfigured amount and require ordering to maintain sufficient levels.	X				This alert would need to be configured by administrators.
K-9 Activity						
433.00	The proposed solution must have the ability to track K-9 activity, including training.			X		K9s can be tracked as employees in OnCall. Hexagon clarifies there is not a dedicated K9 module.
434.00	The proposed solution must have the ability to provide dedicated fields to maintain K-9 information including, but not limited to:					
435.00	K-9 name			X		
435.01	Handler / personnel name			X		
435.02	Date of birth			X		
435.03	Medical history			X		
435.04	Date of vaccinations			X		
435.05	Skills (e.g., drugs, bomb, etc.)			X		

435.06	Retirement date			X		
435.00	The proposed solution must have the ability to record the following training related to each K-9:					
435.01	Training hours received			X		
435.02	Training type			X		
435.03	Training provider			X		
435.04	K-9 certifications			X		
436.00	The proposed solution must have the ability to track incidents in which K-9 was involved.	X				
437.00	The proposed solution must have the ability to record or interface with K-9 GPS (and use the GPS information in CAD and Mobile, if applicable).			X		OnCall Dispatch has the ability to track GPS devices. Hexagon would need more information about this requirement in order to determine if the current proposal is fully compliant. Additional interface may be required to the K9 GPS devices.
438.00	The proposed solution must have the ability to generate a report of individual K-9 activities.			X		Hexagon clarifies that all desired K-9 fields can be added to the report by administrators. These fields can then be used to generate reports created by administrators.
Equipment / Asset Management / Inventory						
439.00	The proposed solution must have the ability to maintain equipment (including personnel-issued items), agency assets, and inventory.	X				
440.00	The proposed solution must have the ability to maintain equipment by agency-defined categories.	X				
441.00	The proposed solution must have the ability to maintain equipment by agency-defined equipment types.	X				
442.00	The proposed solution must have the ability to maintain equipment purchase information, including cost and vendor.	X				
443.00	The proposed solution must have the ability to maintain equipment purchase date, in-service date, and replacement date.	X				
444.00	The proposed solution must provide for assigning equipment to personnel, units, buildings / stations, or indicating that it is inventory for future assignment / use.	X				
445.00	The proposed solution must provide for indicating the date / time and location when assigning equipment.	X				
446.00	The proposed solution must generate reports on the physical location of agency equipment to support inventories and audits.	X				
447.00	The proposed solution must support the generation of reports for overdue, lost, stolen, or destroyed equipment.	X				
448.00	The proposed solution must maintain a log of all equipment activity	X				
449.00	The proposed solution must record information regarding the condition of equipment (e.g., new, used, damaged, etc.).	X				
450.00	The proposed solution must provide for equipment maintenance, including agency-defined maintenance activity types.	X				

451.00	The proposed solution must provide for notifications and recurring notifications for when maintenance is due on equipment.	X				
452.00	The proposed solution must have the ability to track inventoried items.	X				
453.00	The proposed solution must have the ability to associate inventoried items by agency.	X				
454.00	The proposed solution must track spare parts and related inventory.	X				
455.00	The proposed solution must generate reports to support equipment and inventory audits, which will assist in managing repairs and disposal.	X				
456.00	The proposed solution must have the ability for agency to establish threshold levels per specific equipment and inventory item.	X				
457.00	The proposed solution must have the ability to generate an automatic alert to designated personnel when inventory levels fall below agency-defined levels (e.g., threshold levels).	X				
458.00	The proposed solution must have the ability to track vendor information for equipment and inventory items:					
458.01	Vendor name	X				
458.02	Contact information	X				
458.03	Items provided	X				
458.04	Cost per item	X				
459.00	The proposed solution must have the ability to manage and track equipment and inventory using barcoding including, but not limited to the following functions:					
459.01	Perform a mass update		X			
459.02	Locate an item a by barcode		X			
459.03	Generate a barcode		X			
459.04	Read a barcode using a wireless or connected hand-held device		X			
460.00	The proposed solution must have the ability to generate equipment and inventory reports by:					
460.01	Agency assigned to	X				
460.02	Ppersonnel assigned to	X				
460.03	Vehicle / unit assigned to	X				
460.04	Inventory on hand	X				Report authors with permissions can use Power BI Desktop or Report Builder to create reports against an archived copy of the OnCall Records database. Hexagon assumes the report will be created by the RSO report authors.
461.00	The proposed solution must have the ability to track the disposal of inventory.	X				
462.00	The proposed solution must have the ability to track disposal methods by equipment and inventory type.	X				

463.00	The proposed solution must have the ability to generate reports for inventory items used (e.g., rubber gloves, etc.).	X				
464.00	The proposed solution must have the ability to associate costs to:					
464.01	Inventory (e.g., equipment, parts, etc.)	X				
464.02	Labor	X				
Fleet Vehicles						
465.00	The proposed solution must have the ability to track fleet vehicles.	X				
466.00	The proposed solution must have the ability to differentiate fleets by all agencies on the system.	X				
467.00	The proposed solution must have the ability to track all maintenance activity associated with a vehicle.	X				
468.00	The proposed solution must provide for agency-defined maintenance activity types.	X				
469.00	The proposed solution must provide for notifications and recurring notifications for when maintenance is due on a vehicle.	X				
470.00	The proposed solution must have the ability to track vendors when maintenance or repairs are performed, including services provided and cost.	X				
471.00	The proposed solution must have the ability to generate reports for all repairs made to vehicles, with any costs incurred.	X				
472.00	The proposed solution must have the ability to link an assigned fleet vehicle to a mobile application user with a vehicle ID number, if applicable.	X				
473.00	The proposed solution must have the ability to prompt mobile application users to enter the vehicle ID number they are assigned to at the beginning of their shift, with a prompt for current mileage, if applicable.		X			
474.00	The proposed solution must have the ability to prompt mobile application users for ending mileage at end of shift, if applicable.		X			
475.00	The proposed solution must have the ability to record the date, cost, and amount of fuel purchased at each fill-up, as well as the vehicle's mileage.		X			
476.00	The proposed solution must have the ability for personnel to conduct a vehicle inspection using a mobile application and record the information in the RMS vehicles / fleet module.		X			
477.00	The proposed solution must have the ability to record all personnel in a vehicle performing a vehicle inspection.		X			
478.00	The proposed solution must have the ability to record the following information for vehicle inspections:					
478.01	Inspection date and time	X				Desired inspection information can be added to the maintenance sections of the Fleet Management record.

478.02	Personnel performing the inspection	X				Desired inspection information can be added to the maintenance sections of the Fleet Management record.
478.03	Shift	X				Desired inspection information can be added to the maintenance sections of the Fleet Management record.
478.04	Fuel level	X				Desired inspection information can be added to the maintenance sections of the Fleet Management record.
478.05	Number of gallons of fuel added (if applicable)	X				Desired inspection information can be added to the maintenance sections of the Fleet Management record.
478.06	Number of quarts oil added (if applicable)	X				Desired inspection information can be added to the maintenance sections of the Fleet Management record.
478.07	Equipment condition with list of equipment and choices of conditions with separate comments field	X				Desired inspection information can be added to the maintenance sections of the Fleet Management record.
478.08	Vehicle condition and cleanliness, with a separate comments field	X				Desired inspection information can be added to the maintenance sections of the Fleet Management record.
478.09	Body damage, with a separate comments field	X				Desired inspection information can be added to the maintenance sections of the Fleet Management record.
478.10	Narratve / comments field	X				Desired inspection information can be added to the maintenance sections of the Fleet Management record.
479.00	The proposed solution must produce the following reports with a date / time range:					
479.01	Vehicle inspections by personnel		X			
479.02	Vehicles by fuel, oil, and mileage		X			
479.03	Vehicles by assignment	X				
479.04	Vehicle maintenance by type	X				
479.05	Vehicles with assigned equipment	X				
479.06	Vehicles with missing equipment		X			
479.07	Vehicles with repairs needed	X				
Permits						
480.00	The proposed solution must have the ability to enter agency-defined permits (e.g., parade and assembly permits, massage parlors, dance permits, alcohol licenses, alarms, etc.).	X				
481.00	The proposed solution must have the ability to track the status of permits including the permit application, granting the permit, denial, revocation, and expiration.	X				
482.00	The proposed solution must generate the appropriate system-wide alerts for permits (e.g., locations and/or persons that are issued the permit).	X				
483.00	The proposed solution must generate the appropriate notifications or reports for a change of status or an upcoming alert expiration date.	X				
484.00	The proposed solution must track payments associated with the issuance of licenses and permits.	X				
485.00	The proposed solution must have the ability to provide the following standard reports for:					
485.01	Permit applications granted based on varying search criteria	X				

485.02	Permit applications denied, with reason indicated	X				
486.00	The proposed solution must have the ability to automatically create a system-wide alert when a person is granted a concealed weapon or gun permit.	X				
487.00	The proposed solution must have the ability to maintain information required for obtaining approval on a gun permit such as medical and background checks, including the date and time sent and received back.	X				
488.00	The proposed solution must have the ability link persons with gun permits to master name records.	X				
False Alarms						
489.00	The proposed solution must have an alarm module that integrates with CAD to track false alarms by call disposition.	X				
490.00	The proposed solution must have the ability to conduct false alarm billing, based on agency-defined rules and fee schedules.		X			
491.00	The proposed solution must have the ability to email and / or print warning letters and bills for false alarms from the system.	X				
Registrations						
492.00	The proposed solution must have a registrations module, to include agency-defined items (e.g., such as golf carts, livestock, pets, alarm systems, bicycles, etc.).	X				
493.00	The proposed solution must have the ability link master names with registrations.	X				
Professional Standards / Internal Affairs						
494.00	The proposed solution must have the ability to record the following, regarding personnel:					
494.01	Citizen complaints		X			
494.02	Agency infractions		X			
494.03	Accidents		X			
494.04	Use of force	X				
494.05	Injuries		X			
494.06	Pursuits	X				
495.00	The proposed solution must have the ability to support a threshold alerting feature for agency-specified activity or charge types, including but not limited to:					
495.01	Accidents		X			
495.02	Complaints		X			
495.03	Discipline		X			
495.04	Use of force		X			
495.05	Injuries		X			
495.06	Pursuits		X			
496.00	The proposed solution must have the ability for threshold alerts to be unique for:					

496.01	Each agency		X			
496.02	Each charge type		X			
497.00	The proposed solution must have the ability to record the following fleet vehicle accident information:	[redacted]				
497.01	Date of accident		X			
497.02	Time of accident		X			
497.03	Location of accident		X			
497.04	Type of accident		X			
497.05	Personnel name, rank, and division		X			
497.06	Case number		X			
497.07	Supervisor who investigated accident		X			
497.08	Agency that investigated the accident		X			
497.09	Disposition		X			
498.00	The proposed solution must have the ability to record the following information on complaints:	[redacted]				
498.01	Personnel name, rank, and division		X			
498.02	Complaint type (e.g., informal, informal, fact finding, administrative review, etc.)		X			
498.03	Date the complaint was assigned		X			
498.04	Personnel and/or supervisor the complaint was assigned to		X			
498.05	Date the investigation was completed		X			
498.06	Narrative		X			
498.07	Case number		X			
498.08	How the complaint was reported		X			
498.09	Date the incident occurred		X			
498.10	Date the incident was reported		X			
498.11	Indicate if the incident occurred off-duty		X			
498.12	Name of the person that received the complaint		X			
498.13	Complainant name, gender, race, address, phone number		X			
498.14	Witness name, gender, race, address, phone number		X			
498.15	Date witness was contacted		X			
498.16	Type of witness		X			
498.17	Name, rank, and division of other personnel involved		X			
498.18	Disposition of complaint		X			
499.00	The proposed solution must have multiple levels of security for the internal affairs module, for individual records or groups of records, and for individual fields or groups of fields.		X			
500.00	The proposed solution must provide for the encryption of information maintained within the professional standards / internal affairs module.		X			

501.00	The proposed solution must have security levels within the professional standards / internal affairs module that limit availability of information accessible through other RMS modules and indices.		X			
502.00	The proposed solution must have the ability to attach documents to records in the module.		X			
503.00	The proposed solution must have the ability to link (e.g., hyperlink, attach, etc.) a report to the internal affairs incident.		X			
504.00	The proposed solution must have the ability to link all reports written by personnel to their internal affairs incident.		X			
505.00	The proposed solution must have the ability to view and print a summary of all internal affairs activity for personnel.		X			
506.00	The proposed solution must have the ability to record the user name, date, and time an internal affairs record was added, changed, viewed, and printed.		X			
Messaging						
507.00	The proposed solution must have the ability to send and receive messages within the RMS.	X				
508.00	The proposed solution must have the ability to send and receive messages within RMS, CAD, JMS, and Mobile (if applicable).	X				
509.00	The proposed solution must include the ability to send and receive messages regardless if the recipient(s) are logged on or off the system.	X				
510.00	The proposed solution must include the ability to create message groups within the system.	X				
Link Analysis						#N/A
511.00	The proposed solution must have the ability to provide link analysis within RMS.		X			Per negotiations discussions, Hexagon understands RSO does not intend to purchase OnCall Analytics | Link Analysis at this time. It has been removed from the optional scope.
512.00	The proposed solution must have the ability to click on a linked element within the application to show links based on that element and drill into the information.		X			Per negotiations discussions, Hexagon understands RSO does not intend to purchase OnCall Analytics | Link Analysis at this time. It has been removed from the optional scope.
513.00	The proposed solution must have the ability to print and export information, detailing how people, locations, property, and vehicles are linked.		X			Per negotiations discussions, Hexagon understands RSO does not intend to purchase OnCall Analytics | Link Analysis at this time. It has been removed from the optional scope.
Reporting and Map Analysis						#N/A
514.00	The proposed solution must have the ability to search all fields of operational data within any module in the RMS, including narrative fields.	X				
515.00	The proposed solution must provide the ability to filter search results for selected categories (similar to MS Excel filtering).	X				
516.00	The proposed solution must have the ability to save searches from any module.		X			
517.00	The proposed solution must have the ability to produce standard and ad-hoc statistical and analytical reports for all modules in the RMS.	X				
518.00	The proposed solution must provide for users to schedule reports .	X				

519.00	The proposed solution must have the ability to produce Compstat or similar reports.	X				
520.00	The proposed solution must support Freedom of Information Act (FOIA) reporting and/or a specific FOIA module.	X				
521.00	The proposed solution must have the ability to create user-defined and role-based dashboards with lists, graphs, charts, and maps within RMS, for activity in any module.		X			Hexagon would like to evaluate this requirement further and may be able to comply through a modification to the product. We welcome further discussion on this item.
522.00	The proposed solution must have the ability for each agency to define and configure the print format of reports that incorporates agency logos or other identifiable information in the header / footer.	X				
523.00	The proposed solution must have the ability to export search results to MS Excel and PDF.	X				
524.00	The proposed solution must provide any the ability to export RMS report data to stand-alone or third party applications, such as Crystal Reports.	X				
525.00	The proposed solution must have the ability to export data to analytical support tools, for crime-mapping, link-analysis, data mining, etc.	X				This would be based on the tools used.
526.00	The proposed solution must have the ability to produce crime distribution analysis reports.	X				
527.00	The proposed solution must have the ability to establish incident / case crime thresholds.		X			
528.00	The proposed solution must have the ability to alert specified users when crimes exceed thresholds.		X			
529.00	The proposed solution must have the ability for threshold alerts to notify agency-defined personnel via email, visual alert, etc..		X			
530.00	The proposed solution must have the ability to aggregate data on various conditions and time periods (e.g., current quarter vs previous quarter and current quarter vs. historical average, etc.).	X				
531.00	The proposed solution must provide for standard and agency-configured form letters that pre-populate agency-defined information from RMS modules, with the ability to capture signatures.	X				
532.00	The proposed solution must provide compliance with Clery reporting for colleges / universities.	X				
533.00	The proposed solution must have the ability to plot activity from any relevant module on a map.	X				
534.00	The proposed solution must have the ability to produce density maps.	X				
535.00	The proposed solution must have the ability to produce heat maps.	X				
536.00	The proposed solution must have the ability to drill-into details from a plot on the map from any RMS module (e.g., incident, case, acident / crash, ticket, sex offender, gun permit, warrant, protection order, etc.).	X				Hexagon clarifies that any Master Location will show all activity that has happed at the address.
537.00	The proposed solution must have the ability to search by radius on a map.	X				
538.00	The proposed solution must have the ability to search any system map layers and polygons.	X				Hexagon clarifies the OnCall Records will support searching on map layers, but the polygons would need to be searched through mapping reports. Records does allow users to search by radius and rectangles.

539.00	The proposed solution must have the ability to use different icons to display data on a map.		X			
540.00	The proposed solution must have the ability to print a map, with plotted results (pins).	X				
541.00	The proposed solution must have the ability to provide a crime mapping application that allows the public to plot and search for agency-defined information.		X			
542.00	The proposed solution must have the ability to produce a Traffic Stop Report for the Racial Identifying and Profiling Act (RIPA) that is auto-populated from traffic stop calls.	X				This is handled in OMU and the report. Hexagon has included Anti Bias Reporting interface for California AB953 (RIPA). Please refer to Attachment 4 H of the SOW for more information about included interfaces.
842	TOTALS (Sum of numbers in columns C, D, E, F should equal column A					
842 Before subtracting "--" rows	Sum of these C,D,E,F columns must equal First column total on left This includes all columns and "--" rows together					
	"--" Columns: All must be equal					
842 Total real possibilities (minus -- columns) and must = sum of C,D,E,F in this row	THIS AREA must BE FINAL NUMBER TOTALS - AFTER SUBTRACTING "--" LINES FROM COLUMN A IN UPPER LEFT The numbers in columns C,D,E,F addded together must equal number on left					
	TOTALS:					

NOTES: To add another line, COPY an existing and INSERT COPIED CELLS . This adjusts the numbering automatically and adds to the proper count.

Completion Progress	
Total Items:	
Total Items Completed:	
Difference (NO ANSWERS will appear in red):	

Item Number	Module/Description of Requirement	Comply	Does not Comply	Partially Comply	Will Comply	Comments
	CAD Interfaces					
1.00	CLETS / NCIC: Two-way interface for inquiry and entry, including all masks for CLETS to the agency's inhouse CLETS switch (RSO-MS) to facilitate CLETS queries from CAD / Mobile / RMS. RSO will consider a vendor supplied message switch as a replacement if the vendor's switch supplies similar capabilities.			X		Hexagon has included a combination of OnCall Dispatch | Informer interface and CommSys ConnectCIC product to meet this requirement. Hexagon clarifies only the transactions provided in the OnCall Dispatch | Informer interface description within Attachment H of the SOW have been included. We welcome further discussion if the RSO requires additional transactions. Regarding message switch, it is Hexagon's understanding that RSO will continue to use its current message switch. During on-site negotiation meetings the possibility of replacing the switch was discussed, but additional discovery with the RSO team and with CommSys would be needed to determine if that is a preferred path forward. Hexagon recommends this be a topic of discovery during the OnCall Dispatch | Informer Discovery Workshop as part of the project and, if needed, any changes could be achieved through a change order.

2.00	CLETS connection to the RSO Message Switch for information on the previous bookings on a subject. *(RSO grants access to their message switch (RSO-MS) to external clients. This connection will need to remain active for continued use and maintaining all connections to CLETS)*.			X		Hexagon has proposed a combination of OnCall Dispatch | Informer interface and CommSys ConnectCIC product to meet this requirement. Hexagon clarifies only the transactions provided in the OnCall Dispatch | Informer interface description within Attachment H of the SOW have been included. We welcome further discussion if the RSO requires additional transactions. Regarding message switch, it is Hexagon's understanding that RSO will continue to use its current message switch. If a new message switch is preferred, Hexagon could provide a quote for that upon request. Hexagon would like to discuss the expected external connections further to determine if we can fully comply with this requirement.
3.00	Interface to Esri ArcGIS Enterprise Online and Portal	X				No interface required to connect to RSO's Esri software. OnCall Dispatch provides integrated mapping. Maps are displayed on demand, drawing data from the mapping source (GIS server), which will allow the RSO to avoid a conversion/import routine. OnCall Dispatch can display all standard ESRI map layers and can display a variety of web-based map layers, including Open Streets, Bing, and more.

4.00	Interface between CAD, RMS, Mobile, JMS (If "best of breed" is chosen for the applications)	X				Hexagon has included OnCall Dispatch (CAD) and OnCall Records (RMS) so a separate CAD to RMS interface between those systems is not needed as they integrate out-of-the-box. Hexagon has proposed a CAD query interface to Tyler JMS as well as a custom bidirectional RMS interface to Tyler JMS. Please refer to Attachment-4 H of the SOW for more details about included interfaces. Hexagon understands per negotiations discussions that the Tyler interfaces we have scoped are suitable from Tyler's perspective and from the RSO team's perspective. We have not received any requests to alter the approach we provided.
5.00	Vesta 9-1-1 (Motorola): E-911 and telephone system. ALI/ANI, and text-to-911			X		Hexagon has included ANI/ALI interface along with an interface for Vesta TDD to meet this requirement. We understand per negotiations discussions that the RSO no longer requies an interface for RapidDeploy for Text-to-911 functionality so we have also not included an interface for Vesta Text-to-911, but that can be quoted upon request. Please refer to Attachment 4 H of the SOW for more details about included interfaces.
6.00	Webmug		X			Per negotiations discussions Hexagon understands RSO no longer requires a Webmug interface so there is not one included in scope for CAD or RMS.
7.00	CalPhoto		X			Per negotiations discussions Hexagon understands RSO no longer requires a CalPhoto interface so it is no longer included in scope.
8.00	Cal-ID (California Identification System)		X			Per negotiations discussions Hexagon understands RSO no longer requires a Cal-ID interface so it is no longer included in scope.

9.00	RapidSOS	X				Hexagon has included multiple interfaces to meet this requirement: (1) OnCall Dispatch | Call-Taker Interface and RapidSOS OnCall Call-Taker Interface (for location accuracy functionality), and (2) External Alarms OnCall Dispatch Interface (for alarms / alerts functionality). Please refer to Attachment-4 H of the SOW for more details about included interfaces.
10.00	RapidDeploy (for mapping and text to 911)		X			Per negotiations discussions, Hexagon understands the RapidDeploy Text-to-911 interface is no longer required, so it is removed from the scope.
11.00	Facial Recognition		X			Hexagon has the ability to send photos to another system as an interface, but we would like to discuss these requirements further with the RSO before we provide an interface bid. It has not been included at this time.
12.00	Zonehaven: Navigation for evacuations		X			Hexagon requires more information about this interface in order to scope it. We welcome further discussion on this requirement.
13.00	NetClock			X		As OnCall is a browser-based system, system time is based on the servers using Windows OS timer functionality. Hexagon has not included an additional Master clock solution such as an interface to Netclock. Hexagon would welcome further discussion with the RSO regarding a potential interface, but we don't believe an interface is needed to meet this requirement at this time.

14.00	TAK mapping platform (includes ATAK & WebTAK primarily)	X				Per negotiations discussions RSO requires CAD to CAD type functionality wtih the TAK platform. Hexagon has included CAD to CAD OnCall Dispatch Interface to TAK. Please refer to interface descriptions in Attachment H of the SOW for more information about included interfaces.
15.00	Motorola: Radio system (to support APX-7000, including Push-to-Talk - PTT)			X		Per negotiations discussions Hexagon understands that RSO is currently using Motorola MCC7500 consoles. Hexagon has included OnCall Dispatch | PTT interface to Motorola MCC7500. There was discussion about potentially support Motorola AXS radios which RSO is considering upgrading to. Hexagon does not currently have the Motorola API documentation needed to scope an interface to AXS. If RSO is able to obtain Motorola documentation, Hexagon could scope an interface during the project as part of a change order. Please refer to Attachment H of the SOW for more details about included interfaces.
16.00	Harris: Radio system (to support XL-2000)		X			It is Hexagon's understanding that the RSO is consolidating to Motorola radios and that by the time this project is implementing a Harris radio interface may not be required. Hexagon can scope a Harris radio interface upon request, but it is not currently included.

17.00	Axon Body Worn Cameras (BWC) and mapping the cameras in CAD / Mobile			X		Hexagon has included Body Worn Camera OnCall Interface to Axon (for tagging) to meet this requirement. Please refer to Attachment-4 H of the SOW for more details about included interfaces. Hexagon clarifies it has not included GPS tracking for Axon BWC (person-level tracking) at this time. We require the RSO's assistance with obtaining the Axon API documentation so that the PLT interface can be properly scoped and developed.
18.00	Jail Locator: To share information between CAD, RMS and JMS.			X		In lieu of a CAD interface to Jail Locator, Hexagon has included a CAD Informer interface to query Tyler JMS. Hexagon provided Tyler interface descriptions during negotiations and received no requests to change the approach, so we believe the approach meets the RSO's needs.
19.00	ASAP to PSAP service to provide for the automatic capture of information from alarm companies and to generate a call (and notify alarm company of the call / incident number). Additionally, the solution should allow the alarm company to add follow up text to an existing call.	X				Hexagon has included External Alarms OnCall Dispatch Interface for ASAP to PSAP to meet this requirement. Please refer to Attachment-4 H of the SOW for more details about included interfaces.
20.00	CAD to CAD Interface with other agencies CAD / MOBILE incidents and AVL systems (e.g., Fire, CHP, allied law enforcement agencies, and EMS).	X				Hexagon has included CAD to CAD OnCall Dispatch Interface to Team Awareness Kit (TAK). OnCall has the ability to support additional CAD to CAD interfaces to other agencies such as those listed in this requirement; however, Hexagon requires more information about each different system in order to scope the interfaces. Please refer to Attachment H of the SOW for more details about included interfaces.

21.00	Interface with future system(s) to conduct active warrant searches for subjects identified via facial recognition using locally assigned number (CAL ID number) and return results.		X			In general, Hexagon does not commit to "future" interfaces because we cannot scope an interface without specific knowledge of the required workflow / third party API documentation. During negotiations discussions RSO discussed Data Works Plus (Mobile ID) as a system they are interested in a potential interface to in order to achieve this type of functionality. The goal of that interface would be to verify CAL-ID numbers are correctly assigned to mugshots in the system in cases where someone may "fat finger" something. Hexagon believes such an interface could be possible, but we would require technical documentation from Data Works Plus (Mobile ID) in order to full evaluate an interface. The interface would not directly do any facial recognition. If the RSO team can coordinate with Data Works Plus (Mobile ID) to provide Hexagon with documentation, then Hexagon can evaluate and scope the interface to add during the project as a change order.
22.00	ShotSpotter	X				Hexagon has included External Alarms OnCall Dispatch Interface to ShotSpotter to meet this requirement. Please refer to Attachment-4 H of the SOW for more details about included interfaces.
23.00	Interface to Aviation / UAS resources (including the ability to share AVL, point, and target data).		X			Per negotiations discussions Hexagon understands RSO will use FUSUS for drone tracking/interfaces and that Hexagon is not required to track drones. Hexagon removed the OnCall Dispatch |Tracker licenses for drones from the scope.

24.00	Columbo print readers from Integrated Biometrics (to capture fingerprints in the field using the mobile client(s).		X			Hexagon has not included an interface at this time as we would like to discuss a few workflow options with the RSO to better determine requirements. To our knowledge, CalDOJ doesn't allow automation that would be required to meet the workflow described in the RSO's response to RFP Q&A # 41.
RMS interfaces						
25.00	NCIC / CLETS: Two-way interface for inquiry and entry, including all masks for CLETS			X		Hexagon has included a combination of OnCall Dispatch | Informer interface and CommSys ConnectCIC product to meet this requirement. Hexagon clarifies only the transactions provided in the OnCall Dispatch | Informer interface description within Attachment H of the SOW have been included. We welcome further discussion if the RSO requires additional transactions. Regarding message switch, it is Hexagon's understanding that RSO will continue to use its current message switch. During on-site negotiation meetings the possibility of replacing the switch was discussed and a full list of CLETS masks was provided, but additional discovery with the RSO team and with CommSys would be needed to determine if that is a preferred path forward. Hexagon recommends this be a topic of discovery during the OnCall Dispatch | Informer Discovery Workshop as part of the project and, if needed, any changes could be achieved through a change order.

26.00	RSO Message Switch (which provides the ability for data exchange between RMS interfaces. The Message Switch sends/receives data to/from CJIS via the CLETS interface), including to and for the following:	[redacted]	Hexagon has included a combination of OnCall Dispatch | Informer, CommSys ConnectCIC product, and a custom OnCall Records interface to perform NCIC/CLETS transactions. Hexagon clarifies only the transactions provided in the OnCall Dispatch | Informer interface description within Attachment H of the SOW have been included. We welcome further discussion if the RSO requires additional transactions. Regarding message switch, it is Hexagon's understanding that RSO will continue to use its current message switch. If a new message switch is preferred, Hexagon could provide a quote for that upon request. Our understanding is that the RSO manages its current message switch and any access to external agencies would need to be managed by RSO. Hexagon would not manage the switch for RSO. We welcome further discussion on this requirement to ensure we understand the requirements.

26.01	CJIS	X				Hexagon has included a combination of OnCall Dispatch | Informer, CommSys ConnectCIC product, and a custom OnCall Records interface to perform NCIC/CLETS transactions. Hexagon clarifies only the transactions provided in the OnCall Dispatch | Informer interface description within Attachment H of the SOW have been included. Regarding message switch, it is Hexagon's understanding that RSO will continue to use its current message switch. During on-site negotiation meetings the possibility of replacing the switch was discussed and a full list of CLETS masks was provided, but additional discovery with the RSO team and with CommSys would be needed to determine if that is a preferred path forward. Hexagon recommends this be a topic of discovery during the OnCall Dispatch | Informer Discovery Workshop as part of the project and, if needed, any changes could be achieved through a change order.

26.02	DMV	X				Hexagon has included a combination of OnCall Dispatch | Informer, CommSys ConnectCIC product, and a custom OnCall Records interface to perform NCIC/CLETS transactions. Hexagon clarifies only the transactions provided in the OnCall Dispatch | Informer interface description within Attachment H of the SOW have been included. Regarding message switch, it is Hexagon's understanding that RSO will continue to use its current message switch. During on-site negotiation meetings the possibility of replacing the switch was discussed and a full list of CLETS masks was provided, but additional discovery with the RSO team and with CommSys would be needed to determine if that is a preferred path forward. Hexagon recommends this be a topic of discovery during the OnCall Dispatch | Informer Discovery Workshop as part of the project and, if needed, any changes could be achieved through a change order.

26.03	Criminal History	X				Hexagon has included a combination of OnCall Dispatch | Informer, CommSys ConnectCIC product, and a custom OnCall Records interface to perform NCIC/CLETS transactions. Hexagon clarifies only the transactions provided in the OnCall Dispatch | Informer interface description within Attachment H of the SOW have been included. Regarding message switch, it is Hexagon's understanding that RSO will continue to use its current message switch. During on-site negotiation meetings the possibility of replacing the switch was discussed and a full list of CLETS masks was provided, but additional discovery with the RSO team and with CommSys would be needed to determine if that is a preferred path forward. Hexagon recommends this be a topic of discovery during the OnCall Dispatch | Informer Discovery Workshop as part of the project and, if needed, any changes could be achieved through a change order.

26.04	NLETS	X				Hexagon has included a combination of OnCall Dispatch | Informer, CommSys ConnectCIC product, and a custom OnCall Records interface to perform NCIC/CLETS transactions. Hexagon clarifies only the transactions provided in the OnCall Dispatch | Informer interface description within Attachment H of the SOW have been included. Regarding message switch, it is Hexagon's understanding that RSO will continue to use its current message switch. During on-site negotiation meetings the possibility of replacing the switch was discussed and a full list of CLETS masks was provided, but additional discovery with the RSO team and with CommSys would be needed to determine if that is a preferred path forward. Hexagon recommends this be a topic of discovery during the OnCall Dispatch | Informer Discovery Workshop as part of the project and, if needed, any changes could be achieved through a change order.

26.05	Entering and cancelling warrants	X				Hexagon has included a combination of OnCall Dispatch | Informer, CommSys ConnectCIC product, and a custom OnCall Records interface to perform NCIC/CLETS transactions. Hexagon clarifies only the transactions provided in the OnCall Dispatch | Informer interface description within Attachment H of the SOW have been included. Regarding message switch, it is Hexagon's understanding that RSO will continue to use its current message switch. During on-site negotiation meetings the possibility of replacing the switch was discussed and a full list of CLETS masks was provided, but additional discovery with the RSO team and with CommSys would be needed to determine if that is a preferred path forward. Hexagon recommends this be a topic of discovery during the OnCall Dispatch | Informer Discovery Workshop as part of the project and, if needed, any changes could be achieved through a change order.

26.06	Entering and cancelling stolen vehicles	X				Hexagon has included a combination of OnCall Dispatch | Informer, CommSys ConnectCIC product, and a custom OnCall Records interface to perform NCIC/CLETS transactions. Hexagon clarifies only the transactions provided in the OnCall Dispatch | Informer interface description within Attachment H of the SOW have been included. Regarding message switch, it is Hexagon's understanding that RSO will continue to use its current message switch. During on-site negotiation meetings the possibility of replacing the switch was discussed and a full list of CLETS masks was provided, but additional discovery with the RSO team and with CommSys would be needed to determine if that is a preferred path forward. Hexagon recommends this be a topic of discovery during the OnCall Dispatch | Informer Discovery Workshop as part of the project and, if needed, any changes could be achieved through a change order.
27.00	Interface with the current employee management program of WorkForce Management Plus (IWM-Orion Communications Inc.), with the ability to capture special skills, promotions, and demotions.			X		Per negotiations discussions Hexagon understands the RSO requires a CAD interface rather than an RMS interface to meet this requirement. Hexagon has included a custom OnCall Dispatch interface to WorkForce Management Plus. Please refer to Attachment ~~4~~ H of the SOW for more details about included interfaces.
28.00	Axon Body Worn Cameras (BWC): Incident tagging	X				Hexagon has included a custom OnCall Records interface to Axon Evidence.com. Please refer to Attachment ~~4~~ H of the SOW for more details about included interfaces. If the RSO requires different functionality from this interface, then Hexagon welcomes further discussion on the requirements.

29.00	Automatic Fingerprint Identification System (AFIS)	X				Hexagon has included a custom AFIS/livescan interface for Idemia. Please refer to Attachment 4 H of the SOW for more details about included interfaces.
30.00	Livescan	X				Hexagon has included a custom AFIS/livescan interfaces for Idemia. Please refer to Attachment 4 H of the SOW for more details about included interfaces.
31.00	DataWorks: Vendor to CAL-ID photo systems		X			This was originally addressed with a query interface to CAL-ID, but during negotiations discussions RSO advised an interface to CAL-ID is not required. It has been removed from scope. RSO also discussed Data Works Plus (Mobile ID) as a system they are interested in for a potential RMS interface to achieve this type of functionality. The goal of that interface would be to verify CAL-ID numbers are correctly assigned to mugshots in the system in cases where someone may "fat finger" something. Hexagon believes such an interface could be possible, but we would require technical documentation from Data Works Plus (Mobile ID) in order to full evaluate an interface. The interface would not directly do any facial recognition. If the RSO team can coordinate with Data Works Plus (Mobile ID) to provide Hexagon with documentation, then Hexagon can evaluate and scope the interface to add during the project as a change order.
32.00	Webmug: For updating Master Name records with most recent booking photos		X			During negotiations discussions RSO advised the Webmug interface is no longer required. It has been removed from scope.

33.00	MobileID		X			During negotiations discussions RSO discussed Data Works Plus (Mobile ID) as a system they are interested in for a potential RMS interface to achieve this type of functionality. The goal of that interface would be to verify CAL-ID numbers are correctly assigned to mugshots in the system in cases where someone may "fat finger" something. Hexagon believes such an interface could be possible, but we would require technical documentation from Data Works Plus (Mobile ID) in order to full evaluate an interface. The interface would not directly do any facial recognition. If the RSO team can coordinate with Data Works Plus (Mobile ID) to provide Hexagon with documentation, then Hexagon can evaluate and scope the interface to add during the project as a change order.
34.00	IA Pro (BlueTeam): Tracking use of force	X				Hexagon has included an interface to IAPro Blue Team to meet this requirement. Please refer to Attachment-4 H of the SOW for more details about included interfaces. If the RSO requires different functionality from this interface, then Hexagon welcomes further discussion on the requirements.
35.00	California Pawn and Second Hand Dealer System (CAPSS): Import from CAPSS	X				Hexagon has included an interface to query CAPSS to meet this requirement. Note, Hexagon OnCall Records does not have a Pawn module. Please refer to Attachment H of the SOW for more details about included interfaces. If the RSO requires different functionality from this interface, then Hexagon welcomes further discussion on the requirements.

36.00	CopLogic (LexisNexis): Online reporting by the public	X				Hexagon has included CopLogic Records Interface to meet this requirement. Please refer to Attachment-4 H of the SOW for more details about included interfaces.
37.00	CivicPlus: Interacting with the public		X			Hexagon had provided optional pricing for a new OnCall Records | Citizen Reporting product in lieu of an interface to CivicPlus. The decision was made that Citizen Reporting will not be purchased right now. Hexagon welcomes further discussion during the project if RSO desires to add an interface or the Citizen Reporting product as a change order at a later time.
38.00	Crossroads Software: Importing electronic citations	X				Hexagon has included an interface to import citations from Crossroads. Please refer to Attachment-4 H of the SOW for more details about included interfaces.
39.00	Crossroads Software: Importing electronic accidents / crash	X				Hexagon has included an interface to import accidents from Crossroads. Please refer to Attachment-4 H of the SOW for more details about included interfaces.
40.00	Workforce Management Plus: Evidence notifications	X				We have included a license of COTS OnCall Dispatch | Notifications interface to Workforce Management Plus Evidence Notifications (text protocol). Please refer to Attachment-4 H of the SOW for more details about included interfaces.
41.00	3SI: Asset protection (GPS trackers for stolen items)	X				Hexagon has included a CAD custom interface and OnCall Dispatch | Tracker licenses and External Alarms OnCall Interface to meet this requirement. An RMS interface has not been included. This approach was reviewed during negotiations discussions and Hexagon understands there is no requirement for a separate RMS interface.

42.00	Facial Recognition		X			OnCall has the ability to send photos to another system as an interface, but we would like to discuss these requirements before we provide an interface bid. Additional information is needed and no interface has been included at this time.
43.00	Flock: License plate readers (LPR)	X				Per RFP Q&A #83, Hexagon understands this should primarily be a CAD interface and we have proposed RestAPI consulting services for Flock ALPR to meet the requirement. Please refer to Attachment H of the SOW for more details about included interfaces.
44.00	NCIS LiNX	X				Hexagon has included vendor views to work with LInX on accessing the required data. Please refer to Attachment H of the SOW for more details about included interfaces.
45.00	Nice: Recording system	X				Per Q&A #84, Hexagon understands this should be a CAD interface and we have included RestAPI consulting services for Nice Audio Recorder to meet the requirement.
46.00	Parole LEADS	X				Hexagon has included an RMS interface to query Parole Leads. Please refer to Attachment H of the SOW for more details about included interfaces.
47.00	Riverside County Probation System	X				Hexagon has included an RMS interface to query Riverside County Probation System. Please refer to Attachment H of the SOW for more details about included interfaces.

48.00	Electronic Disposition Reporting: Arrest disposition reporting	X				Hexagon has included multiple interfaces to Journal Technologies Court for (1) bidirectional warrants, (2) citations export, and (3) case disposition. The Journal Technologies interface descriptions were reviewed during negotiations and confirmed the requirement is met with what Hexagon has scoped. Please refer to Attachment H of the SOW for more details about included interfaces.
49.00	Interface between CAD, RMS, Mobile, JMS (If "best of breed" is chosen for the applications)	X				Hexagon has included a custom OnCall Records bidirectional interface to Tyler JMS. Hexagon's interface approach was reviewed with Tyler and RSO during negotiations discussions and no changes to approach were requested. Please refer to Attachment H of the SOW for more details about included interfaces.
50.00	Jail Locator: RSO's Jail System (JIMS) provides inmate status to RMS via a Transmission Control Protocol/Internet Protocol (TCP/IP) connection.			X		Hexagon has proposed a custom OnCall Records bidirectional interface to Tyler JMS in lieu of Jail Locator since Tyler was the County's selected JMS vendor. Please refer to Attachment H of the SOW for more details about included interfaces.
51.00	Court interface	X				Hexagon has included multiple interfaces to meet this requirement. (1) Journal Technologies Court bidirectional (warrants), (2) Journal Technologies Court export (citations), (3) Journal Technologies Court (case disposition). Please refer to Attachment-4 H of the SOW for more details about included interfaces. The Journal Technologies interface descriptions were reviewed during negotiations and confirmed the requirement is met with what Hexagon has scoped.

52.00	Data Warehouse: Export from RMS			X		This requirement was originally intended to be addressed through database replicas being made available; however, it was discussed further during negotiations and determined that vendor views were the preferred solution. Hexagon has updated the scope to add the RMS vendor views to Riverside County Data Warehouse.
53.00	Vigilant (Motorola) License Plate Recognition		X			Per negotiations discussions, Hexagon understands consulting services to Vigilant ALPR are no longer required and it has been removed from scope.
54.00	Columbo print readers from Integrated Biometrics (to capture fingerprints)		X			Hexagon has not included a Columbo print reader interface at this time. We would like to discuss the necessary workflow further as there may be a workaround, but our OnCall Informer does not support passing fingerprints and Cal DOJ doesn't currently support automated features described in the requirements.
	JMS interfaces					
55.00	NCIC / CLETS: Two-way interface for inquiry and entry, including all masks for CLETS		X			Hexagon understands the County selected Tyler to provide JMS functionality and integrations, so this requirement would be the responsibility of the chosen JMS vendor.
56.00	Keefe Group: Commissary		X			Hexagon understands the County selected Tyler to provide JMS functionality and integrations, so this requirement would be the responsibility of the chosen JMS vendor.

57.00	Keefe Group: ACH and inmate deposits		X			Hexagon understands the County selected Tyler to provide JMS functionality and integrations, so this requirement would be the responsibility of the chosen JMS vendor.
58.00	Kalos Pharmacy Systems		X			Hexagon understands the County selected Tyler to provide JMS functionality and integrations, so this requirement would be the responsibility of the chosen JMS vendor.
59.00	Securus Systems: Inmate telephone system		X			Hexagon understands the County selected Tyler to provide JMS functionality and integrations, so this requirement would be the responsibility of the chosen JMS vendor.
60.00	DataWorks: Vendor to CAL-ID photo systems		X			Hexagon understands the County selected Tyler to provide JMS functionality and integrations, so this requirement would be the responsibility of the chosen JMS vendor.
61.00	iWeb Visit: In custody information for video visiting		X			Hexagon understands the County selected Tyler to provide JMS functionality and integrations, so this requirement would be the responsibility of the chosen JMS vendor.
62.00	NaphCare/TechCare: In custody information		X			Hexagon understands the County selected Tyler to provide JMS functionality and integrations, so this requirement would be the responsibility of the chosen JMS vendor.
63.00	Jail Locator: RSO's Jail System (JIMS) provides inmate status to RMS via a Transmission Control Protocol/Internet Protocol (TCP/IP) connection.		X			Hexagon understands the County selected Tyler to provide JMS functionality and integrations, so this requirement would be the responsibility of the chosen JMS vendor.
64.00	Jail Locator: To share information between CAD, RMS and JMS.		X			Hexagon understands the County selected Tyler to provide JMS functionality and integrations, so this requirement would be the responsibility of the chosen JMS vendor.

65.00	Tex84 Body Scanner: One-way interface to send demographics to scanner		X			Hexagon understands the County selected Tyler to provide JMS functionality and integrations, so this requirement would be the responsibility of the chosen JMS vendor.
66.00	TechCare: Inmate medical		X			Hexagon understands the County selected Tyler to provide JMS functionality and integrations, so this requirement would be the responsibility of the chosen JMS vendor.
67.00	VINE (Victim Information and Notification Everyday)		X			Hexagon understands the County selected Tyler to provide JMS functionality and integrations, so this requirement would be the responsibility of the chosen JMS vendor.
68.00	Interface to a website for inmate search		X			Hexagon understands the County selected Tyler to provide JMS functionality and integrations, so this requirement would be the responsibility of the chosen JMS vendor.
69.00	Interface between CAD, RMS, Mobile, JMS (If "best of breed" is chosen for the applications)		X			Hexagon understands the County selected Tyler to provide JMS functionality and integrations, so this requirement would be the responsibility of the chosen JMS vendor.
70.00	Cal-ID (California Identification System)		X			Hexagon understands the County selected Tyler to provide JMS functionality and integrations, so this requirement would be the responsibility of the chosen JMS vendor.
71.00	AFIS (Automated Fingerprint Identification System)		X			Hexagon understands the County selected Tyler to provide JMS functionality and integrations, so this requirement would be the responsibility of the chosen JMS vendor.
77	TOTALS (Sum of numbers in columns C, D, E, F should equal column A	31	34	11	0	
77 **Before subtracting "--" rows**	Sum of these C,D,E,F columns should equal First column total on left This includes all columns and "--" rows together	76				
	"--" Columns: All should be equal	0	1	1	1	

77 Total real possibilities (minus -- columns) and should = sum of C,D,E,F in this row	THIS AREA SHOULD BE FINAL NUMBER TOTALS - AFTER SUBTRACTING "--" LINES FROM COLUMN A IN UPPER LEFT The numbers in columns C,D,E,F addded together should equal number on left	31	34	11	0
	TOTALS:		76		

NOTES: To add another line, COPY an existing and INSERT COPIED CELLS . This adjusts the numbering automatically and adds to the proper count.

Completion Progress	
Total Items:	77
Total Items Completed:	76
Difference (NO ANSWERS will appear in red):	(1)

Attachment G-2 – Command Line Matrix

[following this page]

Attachment G2 - Command Matrix

Command	Alternate Command	Description	Vendor Equivalent Command/ Additional Info	Supported in Mobile
6	BUSY	Busy: Used with one or more units to show status of BUSY at a specified location.	Change Unit Status	Y
7	10-7	10-7/Out of Service: Used by dispatcher to take one or more units off duty when they do not have a mobile device. This command removes the unit(s) from the CAD screen. NOTE: Unit must be available before the 7 command is performed. Currently this command is also utilized by mobile users as a quick off-duty command. Entering 7 and their mileage takes them off duty and removes them from the dispatcher's screen.	Out of Service	Y
8	INSERV	In-service/Available: Used with one or more units to take them off of a call or make them available from any status. This command places the unit in the Units Available window.	Into Service	Y
10	10-10	10-10 In-service/Subject to Call: Used with one or more units to show status of 10-10 at a specified location. This command displays the unit on the available and out of service screens. NOTE: Some agencies call this Code 7 or meal break	Out of Service	Y
97 or 97@	ARRIVE	Arrive: Used with one or more units to change their status to arrive/on scene. Arrival location defaults to unit's enroute location. If a unit is dispatched to an incident, this command also sets a predefined safety timer based on each call type parameter. Dispatcher may also add a new/different location by utilizing the @ symbol. Example: Unit 97@123 Main Street	Arrive Unit	Y
98	CO	Close Incident: Used with unit or incident number and report type to close a dispatched call. Will make the closing unit available but other unit(s) assigned to the call will not be affected. The 98 command can also be used to change the call type at the time of closure. *Example: 98 [Unit ID or #Incident] [report type] [new call type], comments* Dispatchers can also clear an entire incident with this command using the Incident Number. All units are cleared from the call and made available when this occurs.	Clear Unit	Y
AG	AGENCY	Set Agency: Used to select one, multiple, or all agencies for monitoring. Mobile users can monitor up to 8 agencies with a single command.	Hexagon OnCall Dispatch calls this Access Level. Access Levels are defined in advance via an administrator and then assigned to a user group/role. A user within a role can view and modify their access levels to the administrator pre-determined levels (Read, Write, Can Cover, Cover) but cannot add to their access levels. Viewing or modifying of access levels can be invoked via command line which will display the graphic user interface element for Access Levels, but the actual changing of Access Levels must be done via the user interface using the mouse. It cannot be done entirely from the command line.	Y with the same information from Column D.
AL	ALERT	Alert: Used with one or more units to show status of ALERT at a specified location. This is a default status when another status/incident type is not applicable. This command sets a predefined safety timer for the deputy. This is also an existing call type that can be used in conjunction with the T6 command. Example: "2MV32 T6 ALERT"	Change Unit Status or Field Event (T6)	Y
AT	TEXT	Add Text: Adds additional text (narrative/comments) to a specified incident. All workstations monitoring the incident receive a notification that additional information is available.	Add Event Comments	Y

Attachment G2 - Command Matrix

ATF	TEXTF	Add Text to Incident from call taking/incident template. Adds additional text/comments to an incident that has already been typed into the incident template. Dispatchers typically use a function key for this (F7) but the command is also available.	Hexagon believes this refers to adding remarks to an existing event via the Event Panel vs. the command line. The Event Panel is used by Dispatchers to see event details. It includes a remarks entry area. There is no such thing in Hexagon OnCall Dispatch as an incident template. The OnCall Dispatch Calltaker user interface and the OnCall Dispatch Create Event form are the closest equivalents to an incident template. The Event Panel is displayed by using the command line to display an event by its number or an assigned unit ID, or by double clicking an event on the map or in an event board, or by right click the same and choosing the select event command. There is no function key method to access these features.	Y
AV	AVAIL	Available: Currently used to make a busy unit also available for dispatch. It places the unit in both the Units Available and Busy windows with an asterisk next to the designator to indicate this.	Unit Properties / Available on Event	Y
AWS	AWSCHK	Attempt Warrant Service: Used with one or more units to show status of AWS at a specified location. This is also an existing call type that can be used in conjunction with the T6 command. Example: "2MV32 T6 AWS"	Change Unit Status or Field Event (AWS)	Y
B	BACKUP	Dispatch Backup Unit: Used with one or more units to assign them as a backup unit(s) to an incident or location of primary unit. Status of backup units is set to enroute. NOTE: Mobile units utilize the command to show themselves enroute to back up another unit by using the command and the unit designator they are responding to assist.	Assist Unit	Y
BA	BCKAR	Backup & Arrive Unit: Used with one or more units to assign and simultaneously arrive them as a backup unit(s) to an incident or location of primary unit. Status of "BA" unit is set to arrive/ on scene. NOTE: Mobile units utilize the command to show themselves arriving to back up another unit by using the command and the designator of the unit they have arrived with.	Assist Unit -Onscene	Y
BAR	BARCHK	Bar Check: Used with one or more units to show status of BARCHK at a specified location.	Change Unit Status or Field Event (BARCHK)	Y
BI	BIKE	Bike Stop: Used with one or more units to show status of BIKE at a specified location.	Change Unit Status or Field Event (BIKE)	Y
BUS	BUSCHK	Business Check: Used with one or more units to show status of BUSCHK at a specified location.	Change Unit Status or Field Event (BUSCHK)	Y
C	CONTCT	Contact: Records contact with unit(s); resets contact alarm timer, clears the highlight on the screen, and sets new timer for specified interval (1-99 minutes). Can be used with one or more units. Interval of 0 disables timer. Mobile users can also set or clear their own safety timers without contacting dispatch.	Contact Unit	Y
CI	CANCEL	Cancel Incident: Used to cancel a call prior to dispatch. Documents the cancellation in the narrative of the incident, along with the date/time, user ID, station ID, and cancellation remarks.	Cancel Event	N
CC	CNTCLR	Contact Clear: Records contact with unit(s); resets contact alarm timer to pre-configured interval (currently set to 60 minutes for RSO) and clears the highlight on the screen. Is also used to clear the Pending Incident Timers.	Contact Unit (unit only)	Y
CD	DLN (DL for MDC)	California Driver's License Number Inquiry: Sends the Driver's License Number to CLETS. If a unit is included, the CLETS response is also sent to the unit's MDC and noted in their log. Example: *CD A1234567 ID20*	Query Person	Y
CHI	CHGINC	Change Incident: Used to modify any of the fields in a call that has already been created (with the exception of the agency field). The new info replaces the old; old info is added to the details of the call; monitoring dispatchers/deputies receive a prompt/notification of the change.	Update Event	Y

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CI	CA	Cancel Incident: Used to cancel a call prior to dispatch. Documents the cancellation in the narrative of the incident, along with the date/time, user ID, station ID, and cancellation remarks.	Cancel Event	N
CO	CLOSE	Closure template - Used by TRU to close an incident. Provides the ability to enter or change the report type, call type, closing agency, district and subdistrict	Possible custom workflow which Hexagon can scope for additional cost. Hexagon can provide a quote upon request.	N
CS	CLEAR	Clear Screen: Clears everything from the dispatch command line and Incident template so dispatcher can start fresh with blank screen.	Hexagon believes this feature is not applicable to how OnCall Dispatch is designed. Hexagon provides a function key to go to the command line and a button to clear the calltaker form of information. Outside of those features, there is no area of functionality where this CLEAR concept would apply.	N
D or D@A	DISP	Dispatch Unit: Used with one or more units to dispatch them to a specified incident from the command line or to an incident that is currently displayed in the incident template. When an incident is already displayed in the template, a call number is not needed to perform the dispatch. Examples: "*UNIT D*" or "*D UNIT*" will automatically dispatch the unit to the call currently being viewed. "*D 2MV12 K921 MV126 #MV1*" will dispatch the 3 units to call number #MV1 even if the call is not currently being viewed by the dispatcher. The first unit in the sequence (2MV12 in this case) is presumed to be the primary unit. Status of unit(s) logged on to an MDC will initially be set to "D". When the unit acknowledges the incident, the status will change to "E" for enroute. Dispatcher may also add a new/different location by utilizing the @ symbol. Example: 2MV12 D @123 Main Street	Dispatch Unit	Y, but only for Self Attach to event
DA or DA@A	DISPAR	Dispatch Arrive: Same criteria as above but also places the unit(s) as arrived on scene. Dispatcher may also add a new/different location by utilizing the @ symbol. Example: 2MV12 D@ @123 Main Street	Dispatch Unit -T ONSCENE	Y
DATE	MDC only	Date: Displays date, time, and Julian date.	This command is not available. Date / Time is persistently displayed on workstation.	N
DF	DISPF	Dispatch Onsite (Force): Used with one unit to create call, dispatch and arrive a unit in succession. Primarily used during onsite. This command bypasses location verification and duplicate incident checking. Dispatchers have the ability to enter a different agency/area for the incident number. This command also automatically sets a 5 minute safety timer for the deputy.	Hexagon OnCall Dispatch refers to this functionality as Field Event. A Field Event is any event that is initiated by an officer. If executed entirely by command line, operators will be required to pass a unit ID, a location, an event-type, and (if desired) any remarks about the field event. If the location typed can be validated without further intervention by the operator, it will be; otherwise, the event will be created at the location typed by the operator whether it validates or not. OnCall Dispatch creates field events in the Agency and Dispatch Group of the unit being used in the command. The beat will be taken from the validated location if possible, and if the location is not validated the beat is left NULL. It is not possible to pass agency and dispatch group to the command. Hexagon welcomes further discussion on this requirement.	Y
DO	DISPO	Dispatch Onsite: Used with one unit to create call, dispatch and arrive a unit in succession. This command is the same as DF except that it performs location verification.	Field Event	Y
DP	HOME	Dispatch Screen: Returns cursor to the first position of the incident template; Displays incident template if it is not visible; If other templates are displayed and the command is performed, the incident template will become the main focus and the cursor placed on the command line. NOTE: Dispatchers typically use the Home key to perform this function.	This command is not available. An icon on the calltaker form can be clicked to clear screen.	N
DUP	COPY	Duplicate Incident: Used to combine/merge 2 calls in the case of a duplicate incident. Example: "*DUP #MV5, #MV1 OK TO CANCEL PER SUPV A*" The call number you want to eliminate is the first in the sequence (#MV5 in this case). This will add all of the information from #MV5 into #MV1 and close #MV5 as cancelled. It also remarks the following into both calls: "COPY: COPIED #MV220010005 TO #MV220010001,OK TO CANCEL PER SUPV A".	Duplicate and Cancel	N

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E8	ENHAN8	Enhanced 10-8: Used when unit is dispatched to a call but changes status and/or location. The E8 command places the unit(s) back enroute to the current address displayed in the Location field of the CAD template. If the unit is not dispatched to a call, then the command performs like the 8 command. Mobile users have a 10-8 button that performs this command behind the scenes.	This requirement as written is not a feature in the OnCall Dispatch system. If a unit is assigned to an event and the change location command has been used to set their location to something other than the event location, the change location back command can be used to change their location back to that of their assigned event. If the unit is not assigned to an event but the change location command has been used, another change location command is simply used to set whatever new location they want. There is no concept of an incident template in OnCall Dispatch nor is there any interaction between a command to change location and what event may be displayed in the event panel. Hexagon welcomes further discussion on this requirement.	Y
E9	F5 or Shift+F5	Retrieve 911 Information: Transfers ALI/ANI to incident/call-taking template. Dispatcher can choose which field to place the ALI Address with specified parameters (E9 alone places Address in Location field, E9 ADD places Address in RPs Address field, etc.)	Hexagon OnCall Dispatch does not provide for user level determination of where data from the ALI feed is placed within the Calltaker form. All data mapping is pre-determined by the implementation team and system administrators. Each time the command/feature to spill ALI data is invoked, it is spilled in the same way and only to the Calltaker form. Hexagon welcomes further discussion on this requirement.	N
EL	END	End List: Used with window name to close that specific open window. Ex: EL MAIL closes the mail window/template.	Esc key or browser keyboard shortcuts	N
EP	ERASE	Erase Prompt: Clears prompts (notifications) of specified types from specified workstation. Examples: *EP ALL* clears all notifications, *EP MAIL* clears mail prompts, etc. This command can serve to clear a single layer of prompts at a time, but it entered as EP ALL ALL, all pending prompts at that console will be cleared.	Command lines are not available to clear notifications; must be done through the Notifications panel with the mouse.	N
EQ	FINDE	Equipment: Command is used to find units logged on with specified equipment. If the command is performed with no other parameters, user will receive a list of all logged on units with the special equipment (entered at logon). Dispatchers can also use the FINDE command with a specific type of equipment to locate all officers who have it. Example: FINDE SPIKE will provide a list of all on-duty units with spike strips in their units. The list includes the agency, unit designator, name/Sheriff's ID number, vehicle number, and all equipment noted.	Equipment Search	Y
EX	EXIT	Exit CAD: Used to logoff current user. Returns CAD to logon screen. NOTE: Function key F1 is commonly used instead.	Sign Off	N
FC	FORCE	Force Call: Used to route a call to dispatcher but bypasses location verification and duplicate incident checking. Often used when there is no valid address for incident. Call taker must enter a location and agency/area to force/route the call.	Create Event	N
FD	FLGDWN	Flagdown: Used with one or more units to show status of FLGDWN at a specified location.	Change Unit Status or Field Event (FLGDWN)	Y
FIND	PSCO	Find CAD User by Name: Used with a name or partial name to locate a Sheriff's ID number for a specified user (searches CAD Operator data). Search defaults to last name but first name or partial names can also be queried by using the percent sign (%) as a parameter.	Who	Y
FINDO	DEP	Find Deputy/Officer by Name: Used with a name or partial name to locate a Sheriff's ID number for a specified officer (searches CAD Officer data). Search defaults to last name but first name or partial names can also be queried by using the percent sign (%) as a parameter. Similar commands available: FINDE - Used to display officers with predefined Special Equipment, FINDS - Used to display officers with special predefined skills, FINDR - Used to display officer by predefined rank	Who	Y
FU	FU	Follow-up: Used with one or more units to show status of FU at a specified location. This is also an existing call type that can be used in conjunction with the T6 command. Example: "2MV32 T6 FU"	Change Unit Status or Field Event (FU)	Y
GI	GETINC	Get Incident Number: This command opens the Get Incident screen and is used to obtain an incident number for a deputy. The dispatcher must enter the unit number, location, and call type. Other optional fields are report type (defaults to no report if nothing is entered), arrest data, closure codes, district/subdistrict, agency, and an option to choose how many additional incident numbers are needed. This command does not change the unit's status or location within CAD.	Assign Case Number	Y

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H	HELP	Help: Used with a command to display instructions about the specified command or groups of commands.	?<command> or just type command name with intelligent command line and help is shown automatically	Y
HC	HOLD	Hold Call: Holds any call information already collected in the incident template. Stores existing info & clears template for another call. The Hold command can be used to store more than one incident template. (no max) But when the information is retrieved, the incident templates will be presented in the order they were held.	Hold Event	N
HIT	HITS	Hit Processing: Used with specified unit to allow the dispatcher to view the results of a "hot" hit query performed by an MDC user. Dispatchers receives the notification with the unit designator and are able to view it on their screen. The proposed solution shall notify the appropriate dispatcher(s) when a unit receives a "hot hit" on their mobile and also provide the actual details of the return.	Dispatchers will need to select the units assigned event to see the hits that were returned. There is no one-stop function to view the hit only.	N
HM	MDC only	Hazardous Materials: Used with chemical number to provide hazardous material data via CLETS.	LOI Search	N
IHR	IHRPT	Incident History Report: Query performed by dispatchers/deputies numerous times per day primarily using incident number (queries can also be made by agency, district, or call type) to obtain an entire history of a call in real time. Dispatchers have the ability to save, send, or print the detailed record.	Event Search	Y
INFO	SOI	Screen Of Information: Allows the dispatcher/deputy to access a host of informational pages that include commonly used phone numbers, call-out information, URL's and other resources. Dispatchers can search by the exact name of the screen, partial name, key words, and description. They also have the ability to view a list that includes the screen name and description for selection. Users with proper permissions update the screens on a daily basis. Data can be entered directly and/or external files are sometimes pasted on the page (i.e., roster in Excel from patrol station).	Hexagon OnCall Dispatch has one area that is comparable to this feature. We call it the Contact Directory. It is used to store information about persons and places. Information about people include name, address, phone numbers, skills, notes, and file attachments, and related places. Information about places include place name, place description, address, phone numbers, notes, file attachments and related persons.	Y
ISR	ISRPT	Incident Summary Report: Command line query performed by dispatchers/deputies numerous times per day using one or more agency/area(s) to obtain a real time list of all active calls and their current status (pending, dispatched, etc.). Dispatchers have the ability to save, send, or print the detailed record. NOTES: User can select up to 8 agencies to view (or all agencies). If no agency is specified, ISR command assumes those monitored by the station issuing command.	While Hexagon OnCall Dispatch does not have a specific incident summary command, we find that customers do not need snapshot type commands like this because our system provides real-time displays of all units and events for all users (dispatchers and mobile users).	N
LP	LIC(DP for MDC)	Vehicle License Plate: Sends the specified License Plate to CLETS. The state defaults to CA but a different state can be added to the query when applicable. If a unit is included, the CLETS response is also sent to the unit's MDC and noted in their log. Example with Arizona plate requested by unit 1D20: *LP SAM123 AZ 1D20*	Informer command line	Y
PI	PI	Premise/Proximity Information: Used with an address to display any previously entered hazard/premise information about the location. Premise/Proximity information displays automatically when an address is verified and selected. Officer safety information is differentiated from other types of premise information.	Hexagon OnCall Dispatch shows prior events at and nearby the entered location as well as special situations. Special situation is the Hexagon feature used to create and manage cautions, hazards, or other information about a specific location.	Y
P1	PAGE1	Page One: Used by dispatchers to display first page of a specified list. Example: *P1 PC* will take the dispatcher to the first page of Pending Calls.	This is not available in OnCall Dispatch.	N
PA	PGR	Page Report: Used by MDC users to page through reports. Users can select a specific page number (often times used to view specific previous CLETS returns) or with other parameters, they can page forward, backward, last page, etc.	This is not available in OnCall Dispatch. Users will use the arrow up/down keys, touch screen, mouse, track pad, or page up/page down keys.	N
PED	PEDCHK	Pedestrian Check: Used with one or more units to show status of PEDCHK at a specified location.	Field Event	Y
PG	PAGE	Page Forward: Used by dispatchers to page forward in a specified list. Example: *PG PC* will move the dispatcher forward through the pending call list.	This is not available in OnCall Dispatch. users will use the arrow up/down keys, touch screen, mouse, track pad, or page up/page down keys.	N
PROP	PO	Property Check: Used with one or more units to show status of PROPCK at a specified location.	Field event command	Y
R	READ	Read Mail: Used to display CAD mail message on the advisory line or mail template (if the message is lengthy). Messages are displayed in order of highest priority, oldest, unread messages. Dispatchers and deputies must use the command (or mouse click) to view the message so that it doesn't disrupt/override anything else in CAD.	OnCall Dispatch does not have a MAIL function.	N

Attachment G2 - Command Matrix

-R		Used to take a unit off their current call and simultaneously dispatches them to another call. The previous call will automatically go back into pending if no other units are dispatched to that specific incident. *Example: 2PC48-R D (if the new call is displayed on the CAD template) or 2PC48-R D #PC13*	When dispatching units to events when the unit is already assigned to another event or an out of service code, the Dispatcher will be prompted by the system with what to do with the event that would be orphaned by removing that unit. The Dispatcher can choose to return the event to pending, hold the event for that unit, queue the event to that unit, or close the event.	Y
RA	RELOCA	Relocate Arrive: Used with one or more units to place them at a new location. When unit is on an incident/call, the call type does not change with this command.	Change Location -A	Y
RC	ROUTE	Route Call: Used by dispatchers to route a call for service that has been entered on the dispatcher's screen. In addition, the dispatchers can use the F12 function key to perform the route call command. This command invokes the location verification and duplicate incident checking features prior to routing the call. Successful routing updates the new call list for the assigned dispatcher(s) and updates the most recent call window with the newly routed call.	Hexagon believes this is related to the action of creating an event in the system. Hexagon calls this feature Accept Event and is invoked via a button on the Calltaker Form, Create Event Form, or by a properly formatted Create Event command line entry.	Y with the same information from Column D.
RD	REPORT	Report Display: Used by dispatchers to redisplay the last report they were viewing. Displays the report window and the previous data.	This is not available in OnCall.	Not Applicable
RE	RELOCE	Relocate Enroute: Used with one or more units to place them enroute to a specified location. When unit is on an incident/call, the call type does not change with this command.	Change Location -E	Y
RE A		Used to relocate a unit to the ADD field of the CAD template after that unit was already dispatched to this incident. Our current CAD template allows for two separate addresses found either at the Primary Location line or the ADD field. Example: 2MA50 RE A	This is not available in OnCall Dispatch.	N
RI	REASGN	Reassign Incident: Used with Incident Number to reassign call to a different agency/area. Closes incident and creates new one assigned to specified agency. Call must be new or pending to reassign it. Example of reassigning incident number #E22 to the JV (Jurupa Valley) agency: *RI #E22 JV All information in the original incident is copied over and it displays the previous file number.*	Hexagon calls this function Transfer Event. The event's agency and dispatch group are changed to that designated by the operator. The event number remains the same and all information remains with the event. Should the desire be that a new event is created with the designated agencies event number format, that would be the Copy Event command.	N
RM	REMARK	Remarks: Used to add notes to an incident or unit without sending a notification to the dispatchers/deputies monitoring the call. Often used by the primary radio dispatcher to add pertinent information that patrol personnel is already hearing on the radio. Commonly used by mobile users to add information about their call without alerting/bothering Dispatch. Example: *RM 1A12, Pursuit is authorized* Note: If remarks are added to a unit that is dispatched to a call, the remarks/notes will be added to both unit log and incident history.	This is not available in OnCall Dispatch. Hexagon welcomes further discussion on the requirement.	N
RO	REOPEN	Reopen Closed Call: Used to open a closed incident. Call is added to Pending Calls window. Example: *RO #MV101*	Reopen Event	Not Applicable
RP	PRINT	Print Report; Prints current report on PC's default printer. Mobile users have a button they can click to print to a PC at the station when it is setup.	This is not available in OnCall.	N
RV	RCALL	Retrieve Held Call: Used to retrieve specified call from hold queue (HC command), or oldest call in queue.	This is not available in OnCall.	N
S	MAIL	Send Mail: Used to send a CAD mail message to a valid destination. If no other parameters are entered with the "S" command, the mail template is opened for entry. Valid destinations are: CAD station number, Sheriff's ID number, unit designator, valid group (i.e., RADIO, PSAP), or group of units by agency (i.e., MDTE, MDTMV) Valid priorities are 1-3 with each value having a different notification (priority 1 flashes a user's predefined color, priority 2 is bold, etc.) CAD captures and stores mail history for each user until logoff. There is a separate report that can access historic mail based on user or console. This report is permission based for supervisors.	Hexagon clarifies that OnCall Dispatch does not have a MAIL function. Our ability to send messages is the same feature across the platform with no differences in functionality. Destination types are Group, Person, Employee ID, Device.	Y
SA	AS	Alternate Street/Select Alternate Address: Used after verify location (**VL** or **F2** command) is performed to select correct address/location from list. Used with number from available list. AS 1, AS 2, etc. By default, using the keys (Shift + F1) selects the AS 1 option.	This is not applicable in the Hexagon OnCall Dispatch System. Possible location choices are displayed in real-time as the operator types and one can be selected by using the mouse or the down arrow.	N
SC	SHIFT	Shift Change (Template): This command opens the shift change screen and is used to place units on or off duty. Currently used for units who do not have mobile devices and must be logged on/off by Dispatch. Fields contained on shift change screen are unit designator(s), Sheriff ID number(s), HT number(s) and Mobile radio number. After sending the command, units default status to "In-station Briefing" on the dispatcher/mobile status screens.	Logon Unit Logoff Unit Logon Group	Not Applicable

Attachment G2 - Command Matrix

SI	SELECT	Select Incident: This command is used multiple times per day by dispatchers and deputies to select an incident in one of several ways. For dispatchers, the SI command with no parameters (or F3) will display the highest priority new or pending call. For MDC users, it will display the call they are currently assigned to. It can also be used with the following parameters: *SI Unit <send>* returns call assigned to specified unit (or last call if not assigned) *SI #Incident* <send> returns specified call *SI \Location* <send> returns call at specified location Note: Dispatchers can also double click on an incident or unit to view a specific call.	Hexagon OnCall Dispatch calls this function Select Event. Select Event can be invoked via the command line and if an event number or unit ID is passed, the event number chosen or the assigned event of the unit ID chosen will be selected. Users can also select events by double clicking them from the map or event board, or right click on the same and choosing select event. Hexagon OnCall Dispatch has no concept of "event queues" therefore there is no way to select the highest priority newest call.	Y with the same information from Column D.
SKS	FINDS	Skills: Used to locate field personnel with special skills (language, Mobile Field Force, Drug Recognition Expert, etc.) Command can be used to locate a specific skill or language to the syntax. Ex: FINDS FARSI will provide a list of all individuals with that skill set. Note: The list displays personnel both on and off duty with the on duty personnel at the top sorted by Agency, Designator, and Name for ease in locating.	Who -SK	Y
SL	SHOW	Show List: Used to display a list that is not currently being displayed on the CAD screen. RSO dispatchers use multiple lists/windows, depending on their current job duty/assigned position. As an example, a radio dispatcher will typically display lists for busy and available units, as well as new and pending calls, whereas a call taker may display only a most recent call list. Any dispatcher at any position has the ability to show any list at any time by utilizing this command with the List Name. Example: SL MRC will display the list of most recent calls from any position. Other common lists include SOI, Mail, Premise, etc.	Hexagon OnCall Dispatch provides for the ability for users to create their own unit and event boards and then apply filters to those boards if desired. This process is done entirely by the mouse.	Y with the same information from Column D.
SO	SO	Select Officer/Operator by ID number: Used to identify CAD user or officer by Sheriff's ID number. If officer/user is not logged on, the results will display the user's name. If officer is logged on, the unit info will also be displayed in the incident template (designator, location, call info when relevant, etc.). If a CAD user is logged on, the command will display user's name and their current CAD workstation.	Hexagon OnCall Dispatch calls this functionality WHO. Operators can pass any of the following on the command to see if a person exists and if they are logged on or not. -F <first name> First name to search for. -G <dispatch group> Limits the search to personnel of the specified dispatch group. -L <last name> Last name to search for. -M <initial> Middle initial to search for. -MG <message group> Limits the search to personnel of the specified message group. -O <employee ID> Employee ID to search for. -SK "<skill>"	Y
SP	PRIME	Set Primary: Used to change a backup unit to the primary unit on a call. Does not change incident assignment for primary or backup units.	Primary Unit	Y

Attachment G2 - Command Matrix

SR	SRMDT	Select Radio: Used with a Radio ID# to obtain the unit/deputy information for the specified radio. This is used multiple times per day by dispatchers who hear radio traffic for an officer and can see the radio number display on the radio screen, but are unaware of who the unit is. Example: *SR 12124* will provide info on the unit who keyed up on radio #12124. The results will show the following: unit designator (if the radio number was entered at a login process, either by the MDC or manually with **SC** command), current location and status or last known location if the unit is 10-8 (available). If the unit is on a call, will also display the incident number and call type.	This is not an out-of-the-box feature in OnCall. There is a possible custom workflow which Hexagon can scope for additional cost. Hexagon can provide a quote upon request.	N
T6	1060	10-60 (Incident Number): Used to generate an incident number for a unit already on a status without one. This command combines SI, DF, and clears safety check in succession. The command is designed around the unit already being on a traffic stop or other status that is a valid call type to generate an incident. The command can also be used on units that are 10-8 as well as temp units. NOTE: Command commonly used by patrol units as well (Motors have a special button for this "Code4/1060").	Hexagon OnCall Dispatch creates an event number for all officer initiated activity. There is no need for an additional command that adds an event number.	Y
TC	TRANSC	Transport Complete: Used with a unit to show their previously advised transport has ended. Will change their status to arrive at the specified location. If unit is on an incident, the call type remains the same but shows a status of T for transporting. NOTE: Unit must be on a transport prior to TC command.	Transport Arrive	Y
TR	TRANS	Transport: Used with a unit to show them transporting to a specified location. If unit is on an incident, the call type remains the same but shows a status of "T" for transporting.	Transport Unit	Y
TS	VEHSTP	Traffic Stop: Used with one or more units to show status of VEHSTP at a specified location. License plate is usually entered with this command and automatically submits query to DMV (when entered with an * (asterisk) symbol prior to the plate. License plate defaults to CA but a different state may be added when applicable.	Field Event or Traffic Stop	Y
UA	UNAVL	Unavailable: Used to assign a unit to an incident but also available for recommending. Is also used to reverse the AV command (removes asterisk from the unit in status screen and removes them from the available list.	Unit Properties	Not Applicable
UHR	UHRPT (DHR on MDC)	Unit/Deputy History Report: Command line query performed by dispatchers/deputies numerous times per day primarily using unit designator (queries can also be made using date/time range, location, and/or call type) to obtain an entire history of the specified unit in real time. Dispatchers have the ability to save, send, or print the detailed record. The return includes any and all information relating to the specified unit's history.	Unit History	Y
URR	URRPT (DRR on MDC)	Unit/Deputy Roster Report: Command line query performed by dispatchers/deputies numerous times per day using one or more agency/area to obtain a real time list of on-duty units/officers in that agency. The return includes a variety of information including unit designator, name, agency/area, Sheriff's ID number, vehicle number, radio numbers, shift hours, and phone number. NOTES: User can select up to 8 agencies to view (or all agencies). If no agency is specified, URR command assumes those monitored by the station issuing command	WHO Command	Y
USR	USRPT (DSR on MDC)	Unit/Deputy Status Report: Command line query performed by dispatchers/deputies numerous times per day using one or more agency/areas to obtain a real time status of all on-duty units/officers for that agency(ies). The return includes unit designator, unit status (10-8, enroute, arrived, etc.), location, and call type/call number when applicable. NOTES: User can select up to 8 agencies to view (or all agencies). If no agency is specified, USR command assumes those monitored by the station issuing command	Not available in OnCall.	N
VEH	VEHCHK	Vehicle Check: Used with one or more units to show status of VEHCHK at a specified location. License plate is usually entered with this command and automatically submits query to DMV. License plate defaults to CA but a different state may be added when applicable.	Change Unit Status or Field Event (VEHCHK)	Y
VL	VERIFY	Verify Location: Used on incident/call taking template to verify an address for routing purposes. Typing VL (or function key F2) on the command line with the address in the location field of the incident template checks for the following: address and street alias, Soundex street, duplicate incident, and premise/proximity information. Provides dispatchers with a list of addresses to choose from. For ease in obtaining the correct location/agency, the list includes street name, community/city name, address range, and map sector (reporting district).	In Hexagon OnCall Dispatch, location verification happens automatically as the user types in the location line; suggestions are shown in real-time. There is no need to invoke a command.	Y with the same information from Column D.

Attachment G2 - Command Matrix

VN	VIN	Vehicle Identification Number Inquiry: Sends the specified VIN to CLETS. If a unit is included, the CLETS response is also sent to the unit's MDC and noted in their log. Example of VIN request from 1D20: *VIN ABC123456789ABC54321 1D20*	Informer query	Not Applicable
WHO	ONDUTY	On-Duty CAD Users: Displays a real time list of all users logged on to CAD/Web CAD. Details include CAD station ID, Sheriff's ID number, and name.	Who	Y
X	XCHANG	Exchange: Used with 2 units to swap/exchange their status, location, and file number if one or both units are dispatched to an incident number.	Exchange Unit	Not Applicable
*	ASTERISK	Used in conjunction with a variety of unit status change commands that include a license plate. By placing the * prior to the plate, the plate will automatically be ran through DMV and can be reviewed. *Example: 2PC40 TS MAIN X SMITH *1ABC555*	Not available in OnCall.	**N**
;	SEMI-COLON	Used to string together multiple commands. *Example 2MV20 6 Station;2MV40 8;2MV30 TS MAIN X 5TH*	CommandDelim parameter can be defined with the desired character and is used to string commands together.	**Y**
,	COMMA	Used to add remarks at the end of another command. These remarks are added into the unit's history and the current CAD incident they are dispatched. *Example: 2MV20 6 STATION, NEED A TOW*	CommentChar parameter can be used to define the character used on a command line to indicate a comment	**Y**

Global Notes:
~ Comments may be added to most commands by adding a comma at the end of the sequence. Anything entered after the comma appears as remarks in the call and/or unit log. This is available for CAD and Mobile users.
~ Many of the functions listed can also be accomplished using a mouse, however, RSO relies heavily on command line and function keys. The mouse option is often too slow for the workload demands.

AVAILABLE (UA) and/or BUSY (OS) screen status code definitions
A = ARRIVED
E = ENROUTE
D = DISPATCHED
T = TRANSPORTING
O = OUT OF SERVICE
C = CONTACT
L = TRAFFIC
P = PRIMARY UNIT
+ = 2-PERSON UNIT
! = SAFETY CHECK NEEDED
@ = TEMPORARY UNIT
DASH = NO MOBILE DEVICE/LOGGED ON BY DISPATCH

SHORTCUTS

ALT + i	When on the command line, displays the dropdown list with the last 25 CAD commands performed from the command line
ALT + T + T	Closes all templates except the incident template.
ALT + TAB	Switches between open applications (CLETS, Groupwise, etc.)
CTRL + g	Moves cursor forward to the next word
CTRL + f	Moves cursor backward to the previous word
CTRL + h	Pages to the top of an open report
CTRL + i (or down arrow-tb)	When on the command line, displays the dropdown list with the last 25 CAD commands performed from the command line
CTRL + Backspace	Clears text backwards to the beginning of the line
CTRL + DELETE	Clears text forward to the end of the line
CTRL + TAB	Move between open windows
CTRL + F	Find (when you are in the SOI window - Escape closes the "FIND" box)
CTRL + C	Copy
CTRL + V	Paste
CTRL + W	Closes the window that you are currently selected to

CTRL + RIGHT ARROW	Skips to the front of the next word - TB
CTRL + LEFT ARROW	Skips to the front of the previous word - TB
END	Display bottom of active window
PAGE UP	Display previous page in active window
PAGE DOWN	Display next page in active window

CAD FUNCTION KEYS

Function Keys table can be configured to meet the customer's needs

Func Key	**Description**
F1	EXIT
F2	VERIFY LOCATION
F3	SELECT INCIDENT
F4	PAGE OS SCREEN
F5	E-911 INFO TO LOC FIELD
F6	HOLD CALL
F7	ADD TEXT
F8	RECEIVE MAIL
F9	PAGE PENDING CALLS
F10	REDISPLAYS INCIDENT TEMPLATE
F11	PAGE SUPPLEMENT (TEXT)
F12	ROUTE CALL
SF1	CLEAR SCREEN
SF2	ALTERNATE STREET-1
SF3	PAGE REPORT
SF4	PAGE 1 FOR OS SCREEN
SF5	E-911 INFO TO ADDRESS FIELD
SF6	RETRIEVE HELD CALL
SF7	PRINT REPORT
SF8	SEND MAIL
SF9	PAGE 1 PENDING CALLS
SF10	Not used
SF11	PAGE 1 SUPPLEMENT (TEXT)
SF12	FORCE CALL
ESCAPE	SEND
ENTER number pad	SEND
HOME	HOME
ENTER	RETURN
ALT+F3	PG SOI
ALT+Shift F3	P1 SOI
ALT+F4	PG MRC
ALT+Shift F4	P1 MRC

Attachment H – Interface Descriptions

COTS Interfaces

ANI/ALI Interface

Description:

The ANI/ALI interface works with the Call-taker component of OnCall Dispatch Advantage to provide Next Generation support for solicited multimedia data associated with a call. Call-Taker is designed to support new modes of communication, such as SMS and MMS text (photos and video) and allows the addition of new call types going forward. It provides global support for handling Next Generation data processed by the PSAP.

OnCall Dispatch supports FCC Phase II requirements for cellular 911 calls and supports the creation of events based on a geographic coordinate location. The ANI/ALI packets for Phase II Wireless 911 calls include the coordinates (in lat/long or other standard coordinate system, as dictated by the NENA standard or FCC requirements), and uses this information to show the caller's geographic coordinate location on the map. The nearest civic address can also be estimated and displayed. The exact format of this data in the ANI/ALI packet must be supplied by the Customer (in conjunction with their phone system supplier).

Assumptions:

- Hexagon assumes that the Customer's ANI/ALI controller supports NENA Format Versions 1 and 2 (Fixed Length ASCII), NENA version 3 (Tagged Delimited), and NENA version 4 (XML). These formats are documented in NENA documents NENA 02—010 v9 now "Legacy Data formats for ALI, MSAG &GIS" and NENA 04-001 v2 now "E9-1-1 PSAP Equipment".
- The ANI/ALI interface component of the OnCall Dispatch System will provide the interface to an ANI/ALI controller, and will accept ANI/ALI packets containing ASCII, tagged delimited, or XML data via an Ethernet Network (TCP/IP) or an RS-232 connection
- Hexagon assumes that the ANI/ALI protocol packet provides the number, address and answering position of the call when answered.
- The FCC order released June 3, 2005 requires that all VoIP vendors, serving U.S. customers, must offer service to route 911 VoIP calls through the current E-911 infrastructure. This means that all VoIP 911 calls from registered subscribers will be received through the PSAP's 911 trunks and handled by their ANI/ALI Controller. The PSAP is responsible for ensuring that their ANI/ALI Controller is capable of handling the ALI Database lookup for these calls. ANI/ALI packets for VoIP calls will be received by the CAD system, over the same CAD link, from the ANI/ALI Controller, as the landline and cellular calls. VoIP calls with a caller's address will be handled like landline calls and VoIP calls with a location specified by coordinates will be handled like Phase II cellular calls.
- If the center requires an interface to a method of receiving ANI/ALI or other Data for VoIP calls other than the traditional ANI/ALI Controller, this interface will have to be rescoped as a custom interface. The Customer must provide complete specifications of the device or service providing the data.
- Given the current uncertainty in the telephony provider market on how SMS/MMS information will be transmitted, Hexagon assumes that the SMS/MMS information is being provided through the external SMS provider.

Constraints:

- The Customer is also responsible for the maintenance and support of any hardware, software, or cabling required to provide the physical interface between the ANI/ALI Communications Server and

the ANI/ALI Controller. Hexagon's demarcation point, for responsibility for the ANI/ALI stream, is at the port or socket on the communications server.

- The Customer must supply a complete and accurate description of the ANI/ALI controller interface and data it provides for CAD field mapping.

HxGN OnCall Dispatch | Informer

- For NCIC/CLETS

OnCall Dispatch | Informer provides a set of forms designed to run queries on local, provincial, regional, and/or national crime information databases, such as the National Crime Information Center (NCIC), or to databases associated with external applications.

The Informer interface automatically routes queries and responses between clients and the external systems, and if the external database supports unique routing codes for each query and response, Informer may be implemented to automatically initiate queries in response to actions executed within the OnCall Dispatch system. For example, defining an event as a vehicle stop and entering the license tag number within OnCall Dispatch may automatically initiate the "Vehicle Query by License Number." The product can be further configured to automatically enter all query results in a centralized server log, as well as to automatically attach query results to the event. Using the OnCall Dispatch messaging capability, responses may also be forwarded. Informer can be configured to use and display HTML forms on its front-end client application. Informer can display HTML, XML/XSL or plain ASCII text responses on that same client.

Informer is comprised of user dialogs and service components. The service components are:

- A module that runs in the OnCall environment,
- A provider that directly interfaces to external systems, and
- A bridge that handles communication between the two.

These services are orchestrated to route requests and responses between OnCall and the external systems.

The services are architected so the module, bridge and provider can be configured to run in the cloud or on-premise. For example, OnCall and the module could be configured to run in the cloud with the bridge and provider configured to run on-premise to facilitate communications with the external systems.

The user dialogs are a standard feature that work within OnCall Dispatch | Essentials and OnCall Dispatch | Advantage. When configured, these dialogs present the OnCall user with an Informer Message view that will allow them to submit requests and view responses. The dialogs component also supports a command line interface from within the OnCall Dispatch products. A set of configurable OnCall dialogs are provided which are used to collect request data and submit it to external systems.

Hexagon has included the following NCIC transactions:

- Person (In State and NLETS) (QW, DQ, QM)
  - Wanted/Warrants
  - Missing
  - Driver's license

- Vehicle (In State and NLETS) (QV, RQ)
    - Wanted/stolen
    - Registration
    - Vehicle Parts
- Gun by (serial, caliber, make) (QG)
- Article (serial, type) (QA)
- Boat (In State and NLETS) (QB, BQ)
    - Hull Number
    - Registration ID
- Hazmat (MQ)
- Canadian Queries
    - Person Driver's License/Want (WQ, UQ)
    - Vehicle Registration/Want (VQ, XQ)
    - Boat by License, Hull, Registration (CBQ)
    - Gun by Serial (CGQ)
    - Article by Serial (CAQ)
- Secondary Person (Nested Query)
- Surrounding States Parsing

Additional transactions requested:

- Criminal History
- CAL Gang
    - Gang or terrorist organization name and subname
    - Gang member queries by name (OLN, SSN, etc.)

Informer includes three providers that can be configured to communicate with external systems. These are:

- Open Database Connectivity (ODBC)
- CommSys
- OnCall Records

In addition, Informer provides:

- Explicit sign on and sign off using authorizations defined in the OnCall database
- Transaction level security, which verifies user authorization for each query type
- Hit detection that allows responses to be searched for specific text. If found, notifications can be automatically distributed based on configurable designations Informer currently supports XML responses in TCP/IP packets.

Informer Assumptions:

- Implementation of the CommSys provider requires at a minimum the purchase of the CommSys ConnectCIC module and CommSys' Real Time Data Mining (RTDM) feature.
- Additional provider implementations can be developed through extra services.
- The connection to a state or national database may require additional hardware and software. Connection through TCP/IP or Web Site is highly preferred.
- Each distinct provider requires OnCall Dispatch | Informer implementation installation and configuration services.
- A single license supports a given site. However, each distinct database connection requires custom OnCall Dispatch | Informer implementation development services.

RMS NCIC/CLETS Assumptions:

- Custom development has been included to provide the following transactions from OnCall Records:
    - Person / Masternname
        - QW – Wanted Person Inquiry (name check against wanted/warrant files)
        - DQ – Driver's License Inquiry (driver license/ID check through DMV/DPS)
        - QM – Master Name Index Inquiry (state criminal history name index, linked to CII/FBI)
        - QMJ – Juvenile Master Name Index Inquiry (juvenile records index)
        - UQ – Department of Corrections Inquiry (adult parole/probation/corrections)
        - WQ – Warrant Inquiry (warrants by name, often state/local warrant system)
        - QWS – Wanted / Supervised Release Inquiry (wanted + parole/probation/supervised release)
    - Person / Court Document Modules – Warrants: Adult Module
        - QW – Wanted Person Inquiry
        - DQ – Driver's License Inquiry
        - EW – Enter Warrant (adds new warrant record into the system)
        - MW – Modify Warrant (edits existing warrant record)
        - LW – Locate Warrant (places locate/hold for arrest or extradition)
        - XW – Cancel Warrant (removes warrant from active file)
        - CW – Clear Warrant (marks warrant as cleared/satisfied by arrest or court action)
    - Person / Court Document Modules – Warrants: Juvenile Module
        - QW – Wanted Person Inquiry
        - DQ – Driver's License Inquiry
        - EWJ – Enter Juvenile Warrant
        - MWJ – Modify Juvenile Warrant
        - LWJ – Locate Juvenile Warrant
        - XWJ – Cancel Juvenile Warrant
        - CWJ – Clear Juvenile Warrant

- Person / Court Document Modules – Civil (Protective / Restraining Orders): Adult Module
  - QW – Wanted Person Inquiry
  - EPO – Enter Protective Order
  - MPO – Modify Protective Order
  - XPO – Cancel Protective Order
  - CPO – Clear Protective Order
  - IPO – Inquire Protective Order
- Person / Court Document Modules – Civil (Protective / Restraining Orders): Juvenile Module
  - QW – Wanted Person Inquiry
  - ETO – Enter Temporary Order
  - MTO – Modify Temporary Order
  - XTO – Cancel Temporary Order
  - CTO – Clear Temporary Order
  - ITO – Inquire Temporary Order
- Vehicle (In-State and NLETS) / Master Vehicle
  - QV – Vehicle Inquiry (name/VIN/plate-based query)
  - RQ – Registration Inquiry (registration record at DMV)
  - VQ – VIN Inquiry (search by VIN)
  - XQ – Cancel Vehicle Record
- Parts – Stolen Vehicle Parts Inquiry (engine/serial # parts lookup)
  - EV – Enter Vehicle Record (stolen, impounded, wanted vehicle entry)
  - MV – Modify Vehicle Record
  - LV – Locate Vehicle Record (place a locate/hold on stolen vehicle)
  - XV – Cancel Vehicle Record
  - CV – Clear Vehicle Record
- Boat (In-State and NLETS) / Master Vehicle
  - QB – Boat Inquiry (registration/ownership by hull # or reg #)
  - BQ – Boat Registration Inquiry
  - CBQ – Canadian Boat Query
- Gun (by Serial, Caliber, Make) / Master Property
  - QG – Gun Inquiry (serial/make/caliber firearm check)
  - CGQ – Canadian Gun Query
  - EG – Enter Gun Record (stolen/missing gun entry)
  - MG – Modify Gun Record
  - LG – Locate Gun Record

    - XG – Cancel Gun Record
    - CG – Clear Gun Record
  - Article (by Serial, Type) / Master Property
    - QA – Article Inquiry (property item check by serial/type)
    - CAQ – Canadian Article Query
    - MQ – Modify Article Record
    - EA – Enter Article Record (stolen/missing property entry)
    - MA – Modify Article Record
    - LA – Locate Article Record
    - XA – Cancel Article Record
    - CA – Clear Article Record
- A test state server must be available that can be used unaccompanied by vendor personnel.
- Not all transactions are available in all modules. Each transaction is listed in the module it is available/bid in.
- Data returned as displayable json files; no custom return displays are bid.
- CommSys ConnectCIC Licensing required for each of the listed transactions has been included in this Statement of Work.

HxGN OnCall Dispatch | Tracker

- For 3SI

Description:

HxGN OnCall Dispatch | Tracker accepts incoming Global Positioning Satellite (GPS) data directly from a GPS device, location servers or mobile data devices. HxGN OnCall Dispatch | Tracker functions as an extension to the dispatch environment, periodically updating vehicle and personnel locations in OnCall maps and monitors. The time and location deltas can be configured by the customer. System capacity and performance must be accounted for when configuring these parameters.

Supported GPS Devices:

- Devices running Mobile Unit or Mobile Responder
- Radios transmitting GPS data in the following message formats
  - Trimble TAIP messages, UDP connection
  - NMEA messages, UDP connection
  - OpenSky messages, UDP connection
    - Harris GPS Radio Types M-803, M5300, M7200, M7300, P5400, P5500, P7200 transmit OpenSky GLR1/GLP1 messages over UDP
  - OMA/MLP (web service)

Non-Supported GPS Devices

- Smartphones ***not*** running Mobile Responder or Mobile Unit

- Harris radios that do not support OpenSky messages
  - M7100, P7100, XG-100M, XG-75, XG-100P

Certain GPS devices also accept commands from external systems to control the frequency of location reports. HxGN OnCall Dispatch | Tracker can be configured to send the appropriate commands to these devices, setting the frequency of location reports based upon unit type, unit status, and the type of event the unit is currently assigned to.

When OnCall Dispatch | Tracker is used with our mobile solution on MDCs, Mobile Unit uses the in-vehicle map and high-speed access to the GPS receiver to match the vehicles route to the map to determine the address of the vehicle. This approach is necessary because mapping information is seldom as accurate as the GPS device. The map is often several hundred feet off from the true location. This approach is more accurate than the more common method of using a server to attempt to place a point on the map based on a single position report. The computed location is used to pre-populate forms requiring a location such as on-view incidents and unit emergency. The officer can override the location if required as a final check before submitting the command.

The selected GPS receivers may support commands to change their delta time and/or delta distance reporting rates dynamically. AVL information may be used in the CAD system in the Recommend Unit processing.

Depending on the existing AVL solution, the OnCall Dispatch | Tracker interface supports three different modes of operation: passive, poll, and poll list:

- Passive mode interfaces to a radio system, data terminal system, or location server and directly receives location reports from radio, MDT, or GPS devices. In the passive mode, OnCall Dispatch | Tracker exerts no control over the behavior of the location reporting devices and only receives these location reports, processes their contents, and forwards them to OnCall Dispatch when needed.

  This mode is useful when the devices are not capable of responding/honoring the poll rate commands that are issued to them from OnCall Dispatch | Tracker. This mode is also used when the GPS devices in service are capable of regulating their own polling.

- In poll list mode, OnCall Dispatch | Tracker may interface with a location server or controller; that is, a software/hardware solution that performs the actual polling of vehicles and devices. The location server/controller may also perform other functions, such as differential correction. This could be some software application running on a different server (Windows, Linux, and so forth) or some other type of hardware controller (a "black box") that communicates with the devices OnCall Dispatch | Tracker needs to set the poll rates for. In this mode, OnCall Dispatch | Tracker does not communicate directly with these devices but instead goes through an intermediate "solution" that communicates with the devices. Essentially, this is an indirect mode of communication where OnCall Dispatch | Tracker must go through third-party "solution" to communicate with the devices.

  OnCall Dispatch | Tracker builds a list of devices internally that it packages up and sends to the location server or controller ("solution") when it sets poll rates in the "poll list" mode. All devices are then divided among poll groups which are configured in the **AVL Poll Group** dialog. OnCall Dispatch | Tracker assigns each unit to one of these poll groups based on specified parameters of the unit. As in the poll mode, these may include a unit's type (agency/dispatch group), unit status, event type and/or last reported velocity.

  Each poll group has an associated polling interval. For example, a poll group may be defined to be all vehicles whose status is 'ON SCENE' and whose last reported velocity is less than 10 miles per hour; the polling interval for this group could be set to 600 seconds (10 minutes). When OnCall Dispatch | Tracker determines that the last location report for a vehicle in this polling group is more than 10 minutes old, it will generate a new poll request to the controller. The poll group with the largest polling interval defines the maximum polling cycle for the fleet.

The poll list mode is used to minimize the contention for radio frequency bandwidth. The location server/controller sends out the location queries to each device in the polling list along with a time-slot during which it expects to receive the corresponding location report. In this manner, the controller seeks to guarantee that no two vehicles will attempt to transmit a location report simultaneously.

- Poll mode requires the devices to be programmable by an external source. This programmability allows the reporting behavior of the device to be by varying parameters, such as delta distance and/or delta time that are transmitted directly to each device. In poll mode, all devices are divided among a certain number of poll groups. OnCall Dispatch | Tracker assigns each unit or device to one of these poll groups based on certain parameters of the unit.

  OnCall Dispatch | Tracker actively changes these parameters by assigning new values based on a unit's type (agency/dispatch group), status (Available, On-Scene, and so forth) and an event type. For systems that include velocity in the location report, the last reported velocity may also be used to determine the location reporting behavior.

Assumptions:

- Licensing is by device
- OnCall Dispatch | Tracker is a zero-cost product when bidding Hexagon mobile clients (Mobile Unit and Mobile Responder)
  - Pricing is only required when connecting to non-Hexagon devices such as radios and third party mobile clients
- OnCall Dispatch | Tracker must be installed and licensed to track any device even if there is no cost to the Customer
- The OnCall Dispatch | Tracker interface establishes communications between a third-party AVL controller/message switch and the OnCall Dispatch System.
- Hexagon assumes that communication with the AVL controller/message switch will be achieved via TCP/IP or serial line (RS-232) communication protocol.
- The OnCall Dispatch | Tracker interface supports NMEA, OpenSky, BlueTree, Sierra Wireless RNAP, and TAIP protocols and devices that support these protocols should be compatible with OnCall Dispatch | Tracker. If the Customer is currently running AVL hardware that OnCall Dispatch | Tracker does not support, additional services must be purchased to develop a custom AVL interface.
- Hexagon recommends that the Customer purchase a device such as the Sierra Wireless, Trimble TrimFleet, or Airlink modems that supports one of the above protocols.
- Hexagon assumes that the Customer uses one of the supported GPS Receiver/Systems. If the Customer requires Hexagon to interface to a GPS Receiver/System that is not supported, additional development services will need to be quoted.

Constraints:

- The Customer is responsible for providing Hexagon with a complete and accurate description of the interface to the AVL controller/message switch.
- If the Customer has AVL hardware that OnCall Dispatch | Tracker currently does not support, Hexagon reserves the right to bid additional services to develop a custom AVL interface.
- Hexagon cannot be held accountable for incompatibilities that occur in this interface as the result of changes to input/output formats or data requirements associated with the third-party vendor's product.

HxGN OnCall Dispatch | Notifications

- For Paging (email protocol)
- Workforce Management Plus Evidence Notifications (text protocol)

Description:

OnCall Dispatch | Notifications provides connectivity between the dispatching environment and multiple internal and external communication endpoints. It allows for the definition of customer-specific rules for notifying interested parties based on activities in the CAD system. These include a third-party paging controller, email application, and SMS text. Dependent on the protocol supported by the system, OnCall Dispatch | Notifications uses either SNPP level 1 (Simple Network Paging Protocol), SMPP (Short Message Peer to Peer), SMTP (Simple Mail Transfer Protocol), or WCTP (Wireless Communication Transfer Protocol).

This product serves as an extension to the OnCall Dispatch functionality. Alphanumeric messages and/or tone pages can be transmitted from the dispatch environment over the third-party paging terminal to the destination paging unit. OnCall Dispatch | Notifications must be customized to adapt to the third-party paging terminal available.

Notifications may be sent through the OnCall messaging system, which supports group messaging and logs messages sent, or may be sent automatically when a unit is dispatched to an event. The OnCall Dispatch | Notifications interface provides the ability to send information or general tone alerting from the OnCall Dispatch system to pagers and units equipped with pagers as well as email. The system can send general text and dispatch/event information to alphanumeric pagers and units equipped with alphanumeric pagers. Tone-only pagers can also be used for 'tone out' type pages.

Because most paging systems only support one-way communications, OnCall Dispatch | Notifications cannot confirm receipt of a message but can confirm that the paging controller acknowledged the message.

The SMTP software driver module (SDM) provides the ability to send email messages. The SMTP SDM will distribute paging messages as directed by the paging system interface (PSI) application. The PSI application is designed to listen for Send Message packets from Hexagon's CAD software application (OnCall Dispatch). Once the PSI application captures a Send Message packet, it forwards the message and its contents to the SDM of interest. The SMTP SDM is an integral part of the complete PSI application and its inclusion helps to complete the functionality for a working paging system interface to the OnCall Dispatch application.

The OnCall Dispatch | Notifications interface consists of three parts:

- The User Interface portion (client)
- Communication server paging process (server)
- Controller/hardware specific driver software (SDM) necessary to control communication to a particular paging system controller

All run time input to the paging system will come from the OnCall Dispatch system. Automatic dispatch paging is only by unit within the OnCall Dispatch system. Pagers may be associated with:

- Units
- Personnel
- Stations

Functionality includes three (3) basic functions:

1. **Automatic Dispatch Pages** — Automatic sending of dispatch messages or tone alerts to appropriate pagers associated with units during a normal dispatch. Dispatch messages sent by OnCall Dispatch workstations will be analyzed and processed for paging units equipped with pagers. This is an automatic feature. Once a dispatch packet is received, the paging server will use the unit ID in the packet to look up the pager ID from the OnCall Dispatch Database. Therefore, only logged-on units can be sent dispatch pages automatically. This pager ID will be used to match records in other page-related tables to locate the actual device specific code to be sent to the proper paging controller. Additionally, dispatch related conditions can be placed against these pages for conditional paging.

2. **Entering Messages through Send Message** — Manually sending user-entered text or pre-formatted text messages to alphanumeric pagers. Through the Send Message dialog box in OnCall Dispatch, users may manually enter or use pre-entered, pre-formatted messages to be sent to alphanumeric pagers. A pick list of pre-formatted messages can be configured. As these messages are manually entered and not the result of a dispatch operation, these type pages do not have conditional capabilities. For example, all pager IDs entered or resolved from a unit ID will be paged.

3. **Manually Sending Dispatch or Event Info** — Manually sending dispatch or event information to alphanumeric pagers. The paging interface can also re-send dispatch type pages to alphanumeric pagers via the Send Message dialog box in OnCall Dispatch. By selecting or entering an event number, the software will build a dispatch page just as it does for the actual dispatch. This text message can then be modified or amended prior to sending the message. Because this is a manual page and not the result of a dispatch, no conditions capabilities can be evaluated for the individual page IDs.

Assumptions:

- Hexagon assumes that the paging system uses one of the supported protocols. Each license of OnCall Dispatch | Notifications allows any number of potential pagers. The connection of the Paging Controller is assumed to be RS-232 or Network based (TCP/IP). Connection may be made through a dedicated or dial up line.
- Hexagon assumes use of a single paging controller type. If additional controller types are used, Hexagon's bid must be re-evaluated.
- OnCall Dispatch | Notifications currently does not support voice paging; it only supports alphanumeric text.
- Hexagon assumes the Customer is responsible for providing any phone lines, modems, internet connections, etc. required to establish the connection with the paging terminal(s).

Constraints:

- Each distinct paging controller type requires a separate license of OnCall Dispatch | Notifications. However, the Customer may implement multiple paging providers using the same protocol, and these would be considered a single paging controller for licensing purposes.
- SMTP provides the ability to send email messages and is the link between the Microsoft® Windows® Exchange server and the OnCall Dispatch | Notifications system.
- OnCall Dispatch | Notifications does not support bidirectional communications.
- The Customer is responsible for providing complete and accurate documentation for the paging system interface.
- Hexagon cannot be held accountable for incompatibilities that occur in this interface as the result of changes to input/output formats or data requirements associated with the third-party vendor's product.

HxGN OnCall Dispatch | PTT

- For Motorola MCC7500 Console

Description:

PTT interfaces to a radio system controller over a network connection (TCP/IP) or a serial (RS-232) connection to provide PTT information to a dispatcher workstation. Each time a radio unit in the field transmits to the dispatch environment, the identification of the transmitting unit is displayed within OnCall Dispatch. PTT also supports a Unit Emergency signal from a PTT radio.

PTT includes Push to Talk Bannering and an Emergency Button. An emergency alarm triggers the CAD Unit Emergency command, which notifies all dispatcher positions (and optionally all call taker positions) of the emergency. CAD operators are alerted by enabling the Unit Alarm button (the text font color changes to RED), and an audible warning. PTT will also display a Unit Emergency notification dialog box.

The radio ID provided by the vendor is mapped to the Unit ID. When PTT is activated by a radio user, the radio ID is used to query the database and display configurable unit information in the Banner window.

Assumptions:

- OnCall Dispatch | PTT interface supports the following radio systems:
  - Motorola MCC7500 – MCC7500 Console
  - Motorola Centracom (being replaced by the MCC7500) – Centracom Gold Elite (MCGE) Console
  - Motorola Sims II – SIMS II CADI
- Hexagon assumes that the Customer has access to the necessary port on the radio system and that the Customer will supply the SDK necessary to provide the interface between PTT and the radio system.
- If the site has more than one PSAP the other PSAP will be running the same radio system.
- One license of PTT is required per server and can connect to multiple radio systems.
- To support redundancy, the radio system controller must support multiple connections. This is done through network connections (TCP/IP) or by multiple physical connections (RS-232).

Constraints:

- The Customer is responsible for any software licensing required by the radio vendor to provide console connectivity by PTT.
- The Customer is responsible for providing any hardware/software and licenses on the radio system as required for implementation of this interface to the radio system.
- The Customer is also responsible for providing complete and accurate documentation on the radio system interface, which is assumed to be over an RS-232 or TCP/IP connection.
- The Customer is responsible for providing any specific SDK necessary to implement the interface.
- At a minimum, PTT packets received from the radio system must include the talk group/channel being used and the radio ID. Please ensure that the communications server has sufficient RS-232 serial ports.
- Hexagon cannot be held accountable for incompatibilities in its interface that are due to changes in input/output formats or data requirements of the vendor's product.

Standard Interfaces

Body Worn Camera OnCall Interface

- For Axon body worn cameras (for tagging)

Description:

The Body Worn Camera OnCall Interface provides real-time unit and event data transfer from OnCall Dispatch to third-party body worn camera providers for the purposes of linking OnCall Event and Unit records with body worn camera video records.

The third-party body worn camera vendors supported are:

- AXON/Evidence.com

The Body Worn Camera OnCall Interface provides CAD data to Evidence.com via a shared file folder. The folder contains a CSV file, which includes the following information:

- Event ID – The unique ID assigned to the event.
- Event Type – The event type assigned to the event.
- Officer Badge ID – The badge ID of officers in the CAD system. The badge ID should exactly match the badge IDs assigned in the Evidence.com agency. If the badge IDs differ between systems, this must be resolved during the implementation process.
- Officer Dispatched and Cleared Times – Used to determine if an officer recorded a video-evidence file during an event.

Assumptions:

- The format required by AXON provided to Hexagon during mutual design sessions is a comma delimited output file.
- Only COTS fields will be exported by the interfaces.
- The location of the output file will be determined during implementation.

Constraints:

- The Customer is responsible for providing complete and accurate description of the API needed to interface, and for any software/hardware/data required to implement communications with the external systems.

RapidSOS OnCall Call-Taker Interface

Description:

The RapidSOS OnCall Call-Taker Interface is an OnCall Call-Taker direct link-based interface, for the purpose of receiving location accuracy information from the caller's device about the caller and offer updates on demand via the RapidSOS Web Portal. The interface will also support launching the RapidSOS portal using the phone number as a parameter to obtain additional information about the caller if desired.

Assumptions:

- Call-taker interface requires OnCall Dispatch | Call-Taker (included as a component of Dispatch Advantage) as a prerequisite.
- Hexagon has also included pricing for the "connector" between RapidSOS and the Call-Taker Interface API (HxGN OnCall Dispatch | Call-Taker Interface)

External Alarms OnCall Dispatch Interface

- For ASAP to PSAP
- For ShotSpotter (SoundThinking)
- For RapidSOS (Alarms/Alerts)
- 3SI
- Prepared (Automated Non-Emergency Triage Specific)

ASAP to PSAP Description:

The APCO ASAP Standard is supported with this Interface. It allows OnCall to interface with the APCO International Automated Secure Alarm Protocol (ASAP) Alarm System (also called "ASAP to PSAP"). The Automated Secure Alarm Protocol (ASAP) program is a computer-aided dispatch system designed by the Central Station Alarm Association (CSAA) and the Association of Public Safety Communications Officials (APCO Int'l).

Because ASAP Alarm system operates on the National Law Enforcement Teletype System (NLETS) backbone – state specific development services may be required for each implementation to convert the APCO standard NLETS message into the State CJIS Message Switch format, and Hexagon partners with CommSys to provide this portion of the interface.

ASAP to PSAP Assumptions:

- Requires CommSys ConnectCIC with ASAP Option which has been included in this proposal.
- Hexagon assumes the Customer will reach out to the Monitoring Association directly to coordinate deployment.
- TMA requires a test connection license of ConnectCIC to support post-production testing and modifications from TMA's alarm (i.e., changes to alarm payload, addition or removal of participating Alarm vendors or central monitoring stations).

ShotSpotter Description:

The ShotSpotter integration uses the External Alarms OnCall Dispatch Interface to create real-time incidents in OnCall when an Incident Notification message is received from ShotSpotter. The data is received over HTTP Transport.

ShotSpotter is a gunfire detection and location technology solution. When gunfire is detected within the solution, a message containing the alert and calculated location is transmitted over HTTP to this interface resulting in an incident to be created in OnCall.

ShotSpotter Assumptions:

- The XML format required by the external systems must be provided to Hexagon.

ShotSpotter Constraints:

- The Customer is responsible for providing complete and accurate description of the API needed to interface, and for any software/hardware/data required to implement communications with the external systems.

RapidSOS (Alarms & Alerts) Description:

External Alarms OnCall Dispatch Interface allows third-party alarm systems to automatically create CAD Events for response. The third-party Alarms are created by monitoring solutions or from sensors transmitting alerts directly. Commercial, residential, and school safety alarms are supported. Examples include:

- Burglary/intrusion alarms
- Panic/Robbery
- Active Assailant
- Medical Emergency
- Gun Shot Detection

RapidSOS (Alarms & Alerts) Assumptions:

- Requires External Alerts OnCall Dispatch Interface.
- RapidSOS Digital Alerts API aggregates a variety of Alarms from multiple third-party sources and normalizes the Alarm message into a single format.
- External Alarms connects to RapidSOS Digital Alerts through a WebSocket and exchanges messages in JSON message format.
- Messages exchanged include:
    - Event Creation
    - Unit Status changes
    - Event Remarks/Comments from Dispatchers, Calltakers and Alarm monitoring agents
    - Units Cleared
    - Event Closed
- RSO is responsible for maintaining the relationship with third-party RapidSOS Alarm solutions.

3SI Assumptions:

- The interface will collect tracking information from 3SI and forward to OnCall Dispatch via OnCall Dispatch | Tracker/REST API to update Dispatch on location of 3SI equipped items.
- 3SI device will be created as a dummy unit in OnCall, or logged on as a new unit if undefined prior to activation.
- Connection with 3SI will be HTTP/RestAPI using XML or JSON for message format.
- The interface scope would need to be updated to support adding remarks that indicate estimated location if that becomes a requirement.
- An ICD will be provided for this interface that describes the interface and data elements exchanged. The ICD will need to be approved and signed by the RSO before any development can begin.

Prepared Assumptions:

- New adapter will be developed for External Alarms OnCall Dispatch Interface to support new features/workflows introduced by Prepared 911 to support non-emergency calls taken by Prepared's (AI Driven) process/service. This enhancement will allow creation of a new OnCall Dispatch event.
- API documentation will be provided by Prepared.
- Customer is required for sourcing any required API Licensing and obtaining access to third-party API in advance of testing.
- Data mapping data will be made available prior to configuration/testing.

Anti-Bias Reporting (California RIPA / AB953)

Description:

The Anti-Bias Reporting application is a web-based solution used by Law Enforcement Officers to collect perceived demographic and other detailed data regarding pedestrian and traffic stops in compliance with California Assembly Bill 953 (AB-953), also known as the Racial and Identify Profiling Act of 2015 (RIPA).

The application receives initial inputs from Hexagon's Dispatch and Mobility applications including Mobile Responder and/or OnCall Mobile Unit.

The data collected will contain the following:

- Report Details – contains the officer and stop details.
- Person – contains the data elements required to document the demographics of the person(s) contacted.
- Stop Reason – contains the reason for the interaction, a brief narrative to explain the reason, and dynamic elements required depending on the reason for the interaction.
- Search – used to notate any actions taken during the interaction and if a search of the person/property was conducted.
- Stop Result – contains the result of the stop.

Finalized records are transmitted directly to California DOJ's Web Portal electronically. Any errors are reported immediately to the user for corrections and resubmission.

Assumptions:

- The database tables required for this application are added to the OnCall Dispatch database schema using MS SQL Server or Oracle as defined by the overall OnCall Dispatch deployment.
- The application is hosted locally within the customer's environment and utilizes Kestrel web server in ASP.NET Core
- Requires:
    - I/CAD 9.4 or OnCall Dispatch 10.00.2309 and above
    - Microsoft AspNetCore-runtime-6.0.21-win-x64 and above
    - Microsoft WindowsDesktop-runtime-6.0.21-win-x64 and above

- Scope was provided based on the requirements of the California AB953 legislation that went into production on January 1, 2024, including data collection requirements and the API documented by California DOJ for electronically submitting the event.

CAD to CAD OnCall Dispatch Interface

- Team Awareness Kit (TAK)

Description:

The CAD to CAD OnCall Dispatch Interface is a real time, rules driven exchange of unit and event information with a third-party CAD system or Regional Exchange Hub. The purpose is to share unit and event activity with other third-party CAD systems to support mutual aid and resource sharing initiatives.

Assumptions:

- Assumes Mutual Aid agreements with External agencies exist prior to the implementation of the interface.
- Configuration of the interface should align with the customer's mutual aid agreement.
- Effort provided is services to install, configure, test and support the move to production use.
- Transactions supported with this interface include:
  - Send or Receive Event Message (New Events or Updates to Event)
  - Send or Receive Unit Status Messages
  - Request for Resource (Unit) Message
  - Refresh Unit/Event statuses
  - Heartbeat
  - AVL Message
- Custom development is included to support TAK with the CAD to CAD OnCall Dispatch Interface. An ICD will be provided for this interface that describes the interface and data elements exchanged. The ICD will need to be approved and signed by the RSO before any development can begin.

Dispatch Alerts OnCall Interface

- IAmResponding
- FUSUS (Axon)
- Prepared

Description:

The Dispatch Alerts OnCall Interface provides a method for sending alerts, notifications and messages to third-party providers used in turn to notify a defined group of people. Notifications can include unit dispatch notification, command staff notifications, on demand personal notifications, etc.

Supported Vendors:

- PulsePoint (API version 2.0)
- Everbridge (API released in January 2017)
- FlowMSP (API released in January 2023)
- IAmResponding
- Prepared911 (API Version 1)

IAmResponding

IAmResponding OnCall Interface is an OnCall based integration that exports qualified CAD Unit and Event information in near real-time to the IAmResponding Web and Appstore Applications for the purpose of notifying on-call or volunteer personnel for active events.

In addition, messages may be sent from within OnCall to configured recipients using the IAmResponding application.

FUSUS (Axon) Assumptions:

Interface to create a near real time export of Unit and Event data based on agency configuration rules.

- An ICD will be provided for this interface that describes the interface and data elements exchanged. This will include design for the interaction, connection method, payload and configuration rules/business rules. The ICD will need to be approved and signed by the RSO before any development can begin.
- Interface will be built as an ISM or Windows service using .NET Core. Message payload will be XML or JSON
- Connection method will be HTTP/RestAPI or TCP
- AVL information not included
- This is a one-way export; inbound messages are not supported

Prepared Assumptions:

- Requires a license of OnCall Dispatch | Call-Taker Interface (included).
- Upon Caller information being entered (manual entry or automatically spilled by ANI/ALI or other interface), a dispatcher/call-taker can click a button to export the Caller information to PreparedLive.
- Clicking the button will export the data and also launch the PreparedLive Website with the caller information entered. The call-taker will use the PreparedLive application as necessary.
- Once the call-taker is complete, the interface will allow importing comments, Text messaging and/or a URL to a multimedia file (stored within PreparedLive) into the event remarks.
- All SMS messages to/from the caller in this workflow will be managed within the Prepared application.
- Updating the location automatically from Prepared is not supported at this time. A manual process of copying the location from Prepared is necessary for that workflow.

Constraints:

- The Customer is responsible for providing complete and accurate description of the API needed to interface, and for any software/hardware/data required to implement communications with the external systems

Coplogic Records Interface

Description:

Hexagon will install the CopLogic interface that will monitor an FTP location for XML files provided by the CopLogic system. The interface will import the data into the Incident module in OnCall Records.

Assumptions:

- The file formats and the data exchange will be the same as has been agreed to by Hexagon and LexisNexis.

Custom Interfaces

Custom CAD Interface to Query Tyler JMS

Description:

Hexagon will provide a custom interface to query Tyler JMS system from OnCall Dispatch.

Assumptions:

- The following inquiries are included in this bid:
  - Person Inquiry by (NAM, DOB, SEX) or (OLN) or (SSN), State, Booking Number, MNI, Arresting Deputy Name

NOTE: This bid must be revisited if the transaction list is changed. A change order will be required if the agency requests changes to the transaction list after the SOW is approved.

- The system supports an ODBC connection, SQL-based inquiries or HTTP connect, GET-based transactions
- The customer will provide the exact syntax and/or complete API documentation. This is required during the ICD review phase.
- Nested inquiries / follow up inquiries are excluded from this bid.
- Images are excluded from this bid
- Test records will be provided by the customer system technical point of contact. This is required during the ICD review phase.
- Test records will return production-equivalent response data for each inquiry
- The data requested in the select statements for the listed inquiries will not exceed the maximum number of fields listed below:
  - Person Inquiry - 20 fields
- The inquiries will be supported from the COTS person forms for OnCall Dispatch Informer
- A test connection will be obtained by the customer before the scheduled interface delivery milestone
- The customer will provide an SME during the development and implementation phases

Custom CAD Interface to Workforce Management Plus

Description:

Hexagon will create an import interface that will import Employee information from the Workforce Management system.

The interface will run at configurable intervals and import new and updated personnel information from the Workforce Management system to OnCall Dispatch. Employee information, and skills information records will be created/updated as appropriate.

Assumptions:

- Import only (single direction)
- Create / Update OnCall Dispatch Employee Records.
- Request data is expected in XML or JSON format.
- Third-party will provide sample data for testing.
- Workforce Management and OnCall Dispatch employee records can be linked with a common ID, or via provided mapping.
- Only data elements available for update via the OnCall Dispatch Rest API will be included in the Employee and Skills update workflows.

Custom RMS Interface to Import Accidents from CrossRoads

- Direction: 1-way import
- Module(s): Accident
- Format: XML
- Exchange: File Watch

Description:

Hexagon will create interface to import crash data provided by CrossRoads.

Assumptions:

- The data will be provided by CrossRoads in XML format to a shared directory on the customer's network.
- If pdf copies of the crash report or crash diagram images are provided by CrossRoads, Hexagon will import these and attach to the imported records as attachments.
- An ICD will be provided for this interface that describes the interface and data elements exchanged. The ICD will need to be approved and signed by the RSO before any development can begin.

Custom RMS Interface to Import Citations from CrossRoads

- Direction: 1-way import
- Module(s): Citation
- Format: XML
- Exchange: File Watch, FTP, Web Service

Description:

Hexagon will create an interface to import citation data provided by CrossRoads.

Assumptions:

- Citation warnings and standard Uniform Traffic Citation data will be imported for citations.
- An ICD will be provided for this interface that describes the interface and data elements exchanged. The ICD will need to be approved and signed by the RSO before any development can begin.

Custom RMS Interface to AFIS/Livescan (Idemia)

- Direction: Bidirectional
- Module(s): Arrest or Booking
- Format: NIST
- Exchange: shared directory

Description:

Hexagon will provide an interface that will first export Arrest/Name/Demographic information as well as mugshot images. These will be sent to a shared directory on the Customer's network that is accessible by the Livescan devices. Secondly, Hexagon will also provide the ability to import person ID information (state and FBI numbers) as well as any images returned by the Livescan device and update in the OnCall Records master name record. If the NIST files coming back from AFIS contain mugshots and images, the interface will import these back to the related master name record.

Assumptions:

- The data exchanged needs to be in NIST format.
- Alert triggers will need to be setup in the OnCall Records environment that defines when the data is exported to the Livescan devices (i.e., on record add/modify, picklist set to configurable value).
- All agency Livescan devices can be accessed from the single interface server for the OnCall Records system.
- An ICD will be provided for this interface that describes the interface and data elements exchanged. The ICD will need to be approved and signed by the RSO before any development can begin.

Custom RMS Interface to IAPro BlueTeam

- Module(s): Personnel, Use of Force, Vehicle Pursuit, Accident
- Direction: 1-way export
- Data Format: XML
- Exchange: Web Service, FTP site, Queues or File Drop

Description:

Hexagon will create an interface that will export personnel records as well as Use of Force related incidents and vehicle pursuit records. Hexagon's OnCall Records product has the ability to have configurable triggers which will be used to define when these records are exported for this interface.

Assumptions:

- An ICD will be provided for this interface that describes the interface and data elements exchanged. The ICD will need to be approved and signed by the RSO before any development can begin.

Custom RMS Interface to Journal Technologies Court (bidirectional warrants)

- Direction: Bi-Directional
- Module(s): Court Document, Juvenile Court Document
- Format: XML
- Exchange: TBD

Description:

Hexagon will create a bi-directional interface with the Journal Technologies Court/Warrant system. It is expected that the interface will import warrant information provided by the Journal Technologies system. This information will be imported into the Court Document and/or Juvenile Court Document module in OnCall Records. The interface will also be responsible for sending Warrant updates back to the Journal Technologies system.

Assumptions:

- An ICD will be provided for this interface that describes the interface and data elements exchanged. The ICD will need to be approved and signed by the RSO before any development can begin.

Custom RMS Interface to Journal Technologies Court export (citations)

- Direction: Bi-Directional
- Module(s): Citation
- Fomat: XML, CSV, Delimited, Fixed Length, etc.
- Exchange: Web Service, FTP, File Drop

Description:

Hexagon will create an bi-directional interface to export new/modified citations (citation types to be determined) to the Journal Technologies system. The interface will also receive citation disposition changes from Journal Technologies system and update those changes in the OnCall Records Citation module.

Assumptions:

- An ICD will be provided for this interface that describes the interface and data elements exchanged. The ICD will need to be approved and signed by the RSO before any development can begin.

Custom RMS Interface to Journal Technologies Court (case disposition)

- Direction: Bi-Directional
- Module(s): Arrest, Incident, Case Mgt
- Format: XML, JSON
- Exchange: Web Service, File Drop, FTP

Description:

Hexagon will create an interface that will send arrest, incident, and case management data to Journal Technologies via web service, FTP, file drop or another common data exchange method. It is expected that the data will need to be sent in XML, JSON, or some other common data format. An alert trigger will be created that will determine exactly what records will be sent to Journal Technologies (i.e., approved arrest records). Hexagon will also create an interface that pulls or receives case disposition information supplied by Journal Technologies.

Assumptions:

- An ICD will be provided for this interface that describes the interface and data elements exchanged. The ICD will need to be approved and signed by the RSO before any development can begin.

Custom RMS Interface to Axon Evidence.com

- Direction: 1-way
- Module: Incident
- Format: XML, JSON
- Exchange: Web Service

Description:

Hexagon will create an interface that will create hyperlinks to video/photo files from the Evidence.com system. Hyperlinks to the video/photo files will be created as attachments to related RMS records based on alert triggers that are created that tell the interface when an incident needs a link to Evidence.com.

Assumptions:

- An ICD will be provided for this interface that describes the interface and data elements exchanged. The ICD will need to be approved and signed by the RSO before any development can begin.

Custom RMS Interface to Query Parole LEADS

Description:

Hexagon will provide a custom interface to query Parole LEADS from OnCall Records.

The expected return is a matching name, DOB, Driver's License, SSN, CII, CDC number, descriptors (Race, Sex, Height, Weight, Hair color, Eye Color), parole status (active, suspended, pre-parole, discharged), parole date, parole agent, parole agent telephone number, last known address, offenses, and special comments.

Query initiated from:

- Person/Mastername
- Person/Court Document Modules - Warrants (adult and juvenile modules)
- Person/Court Document Modules - Civil (Protective/Restraining Order)

Assumptions Regarding OnCall Dispatch | Informer Customization

- Interface will use the OnCall Dispatch | Informer Person query form.
- The following inquiries are included in this bid:
    - Person Inquiry by (NAM, DOB, SEX) or (OLN) or (SSN), State

  NOTE: This bid must be revisited if the transaction list is changed. A change order will be required if the agency requests changes to the transaction list after the SOW is approved.
- The system supports an ODBC connection, SQL-based inquiries or HTTP connect, GET-based transactions.
- The customer will provide the exact syntax and/or complete API documentation. This is required during the ICD review phase.
- Nested inquiries / follow up inquiries are excluded from this bid.
- Images are excluded from this bid.
- Test records will be provided by the customer system technical point of contact. This is required during the ICD review phase.
- Test records will return production-equivalent response data for each inquiry.
- The data requested in the select statements for the listed inquiries will not exceed the maximum number of fields listed below:
    - Person Inquiry - 20 fields
- The inquiries will be supported from the COTS person forms for OnCall Dispatch | Informer.
- A test connection will be obtained by the customer before the scheduled interface delivery milestone.

- The customer will provide an SME during the development and implementation phases.
- An ICD will be provided for this interface that describes the interface and data elements exchanged. The ICD will need to be approved and signed by the RSO before any development can begin.

General Assumptions:

- OnCall Dispatch | Informer will manage the connection via CommSys ConnectCIC.
- Interface will use the OnCall Dispatch | Informer Person query form.
- The following inquiries are included in this bid:
    - Person Inquiry by (NAM, DOB, SEX) or (OLN) or (SSN), State, CDC Number, CII, Address

NOTE: This bid must be revisited if the transaction list is changed. A change order will be required if the agency requests changes to the transaction list after the SOW is approved.

- The system supports an ODBC connection, SQL-based inquiries or HTTP connect, GET-based transactions.
- The customer will provide the exact syntax and/or complete API documentation. This is required during the ICD review phase.
- Nested inquiries / follow up inquiries are excluded from this bid.
- Images are excluded from this bid.
- Test records will be provided by the customer system technical point of contact. This is required during the ICD review phase.
- Test records will return production-equivalent response data for each inquiry.
- The data requested in the select statements for the listed inquiries will not exceed the maximum number of fields listed below:
    - Person Inquiry - 22 fields listed below:
        - LAST_NAME
        - FIRST_NAME
        - BIRTH_DATE
        - HEIGHT
        - WEIGHT
        - HAIR_COLOR
        - EYE_COLOR
        - RACE
        - SEX
        - DL_NUMBER
        - DL_STATE
        - SSA_NUMBER
        - CII_NUMBER
        - CDC_NUMBER

- ADDRESS (in the addresses.csv file; select last updated date)
- CITY_COUNTY
- PAROLE_STATUS
- PAROLE_DATE
- AGENT_NAME
- AGENT_TELEPHONE
- STATUTE
- COMMENTS (in the conditions.csv file)

- The inquiries will be supported from the COTS person forms for OnCall Dispatch | Informer.
- A test connection will be obtained by the customer before the scheduled interface delivery milestone.
- The customer will provide an SME during the development and implementation phases.
- An ICD will be provided for this interface that describes the interface and data elements exchanged. The ICD will need to be approved and signed by the RSO before any development can begin.

Custom RMS Interface to Query Riverside County Probation System

Description:

Hexagon will provide a custom interface to query Riverside County Probation System.

Query initiated from:

- Person/Mastername
- Person/Court Document Modules - Warrants (adult and juvenile modules)
- Person/Court Document Modules - Civil (Protective/Restraining Order)

Assumptions Regarding OnCall Dispatch | Informer Customization

- Interface will use the OnCall Dispatch | Informer Person query form.
- The following inquiries are included in this bid:
  - Person Inquiry by (NAM, DOB, SEX) or (OLN) or (SSN), State

NOTE: This bid must be revisited if the transaction list is changed. A change order will be required if the agency requests changes to the transaction list after the SOW is approved.

- The system supports an ODBC connection, SQL-based inquiries or HTTP connect, GET-based transactions.
- The customer will provide the exact syntax and/or complete API documentation. This is required during the ICD review phase.
- Nested inquiries / follow up inquiries are excluded from this bid.
- Images are excluded from this bid.

- Test records will be provided by the Customer system technical point of contact. This is required during the ICD review phase.
- Test records will return production-equivalent response data for each inquiry.
- The data requested in the select statements for the listed inquiries will not exceed the maximum number of fields listed below:
    - Person Inquiry - 20 fields
- The inquiries will be supported from the COTS person forms for OnCall Dispatch | Informer.
- A test connection will be obtained by the Customer before the scheduled interface delivery milestone.
- The Customer will provide an SME during the development and implementation phases.
- An ICD will be provided for this interface that describes the interface and data elements exchanged. The ICD will need to be approved and signed by the RSO before any development can begin.

General Assumptions:

- Interface will provide a Person query.
- OnCall Dispatch | Informer will manage the connection via CommSys ConnectCIC.
- Interface will use the OnCall Dispatch | Informer Person query form.
- The following inquiries are included in this bid:
    - Person Inquiry by (NAM, DOB, SEX) or (OLN) or (SSN), State, CII, Address, MNI

NOTE: This bid must be revisited if the transaction list is changed. A change order will be required if the agency requests changes to the transaction list after the SOW is approved.

- The system supports an ODBC connection, SQL-based inquiries or HTTP connect, GET-based transactions.
- The customer will provide the exact syntax and/or complete API documentation. This is required during the ICD review phase.
- Nested inquiries / follow up inquiries are excluded from this bid.
- Images are excluded from this bid.
- Test records will be provided by the customer system technical point of contact. This is required during the ICD review phase.
- Test records will return production-equivalent response data for each inquiry.
- The data requested in the select statements for the listed inquiries will not exceed the maximum number of fields listed below:
    - Person Inquiry - 20 fields listed below:
        - Client Number
        - Last Name
        - First Name
        - DOB
        - Current Address
        - CII
        - FBI

- Driver's License (including state)
- Address (most recent date entered)
- City
- State
- Court Number
- Case Type
- Offense
- Probation Officer
- Probation Officer Telephone Number
- Anticipated Supervision End Date
- Search Terms
- Also, for PRCS Release, PRCS Warrants and Mandatory Supervision Release data (from spreadsheets) we would like to see the Release/Transfer Date and End Date.

- The inquiries will be supported from the COTS person forms for OnCall Dispatch | Informer.
- A test connection will be obtained by the customer before the scheduled interface delivery milestone.
- The customer will provide an SME during the development and implementation phases.
- An ICD will be provided for this interface that describes the interface and data elements exchanged. The ICD will need to be approved and signed by the RSO before any development can begin.

Custom RMS Interface to Query CAPSS (California Pawn)

- Direction: Bi-Directional
- Module: Incident, Property
- Format: XML, Delimited, JSON, etc.
- Exchange: API, web service, etc.

Description:

Hexagon will create an interface that will query the CAPSS system to see if a property item is located at a Pawn Shop registered with CAPSS. The trigger for the send will be determined later but it is expected to include incident stolen property items entered in OnCall Records. Once the query has been sent to the CAPSS system, it is expected that information will be returned indicating if the item is located in that system. If so, an OnCall Records internal notification will be sent to the investigating officer for the incident letting them know the relative information that is returned by the query.

Assumptions:

- The CAPSS system will provide a web service where information about stolen items (i.e., property type, serial number, etc.) can be passed and it is expected that the web service will return information if the item is located at one of the pawn shops.

- An ICD will be provided for this interface that describes the interface and data elements exchanged. The ICD will need to be approved and signed by the RSO before any development can begin.

Custom RMS Interface to Tyler JMS (Bi-Directional)

- Direction: Bi-Directional
- Module(s): Arrest, Booking
- Format: XML
- Exchange: File drop, FTP, API

Description:

Hexagon will create a bi-directional interface with the customer's Tyler JMS system. Hexagon will provide an export of arrest information from RMS and in return receive jail release information from the JMS.

Hexagon will also provide the ability for the process to start with the Booking in JMS. In that scenario, the booking information, inmate information and arrest information would be passed to Hexagon and the data would be imported into OnCall Records.

Assumptions:

- An Interface Control Document (ICD) will be provided for this interface that describes the interface and data elements exchanged. The ICD will need to be approved and signed by the Customer before any development can begin.

Custom RMS Interface to Query Legacy Tiburon RMS

Description:

Hexagon will create an interface to query the legacy Tiburon RMS.

Assumptions:

- Person Inquiry and Response
    - The following free form text fields (unless otherwise defined) are defined for use in the Person Inquiry Required:
        - (First and Last) or (Last and DOB) or (First and DOB) or (DL Number)
            - First Name
            - Last Name
            - DOB (date field)
            - SSN
            - DL Number
            - Date Range (2 date fields)

- The following fields are returned by the legacy system for Person Inquiries:
  - First Name
  - Last Name
  - Key Name
  - Demographics
    - Height, weight, age, race, sex
  - DOB
  - SSN
  - DL State/DL Number
  - Address, City, St, Zip
  - Phone Number
    - Home, Work, and Mobile
  - Activity (select top 20)
    - Involvement (witness, suspect, victim, etc.)
    - Source Description (arrest, incident, citation, etc.)
    - Case Number (report number)
    - Source Date (report date)
    - Agency Name (report agency)

- Vehicle Inquiry and Response
  - The following fields are defined for use in the Vehicle Inquiry Required:
    - (Manufacturer and Model) or (Vehicle Plate) or (Model and Vehicle Year) or (VIN)
      - Vehicle Year
      - Manufacturer
      - Model
      - Vehicle Plate
      - VIN
      - Date Range (2 date fields)
  - The following fields are returned by the legacy system for Vehicle inquiries:
    - Manufacturer
    - Model
    - Vehicle Year
    - Body Style
    - Plate
    - VIN
    - State
    - Color

        - Description
        - Activity (select top 20)
            - Involvement (witness, suspect, victim, etc.)
            - Source Description (arrest, incident, citation, etc.)
            - CaseNumber (report number)
            - Source Date (report date)
            - Agency Name (report agency)
- Business Inquiry and Response
    - The following fields are defined for use in the Business (Entity) Inquiry Required:
        - (Name and City) or (Name and Zip)
            - Name
            - Address
            - City
            - St
            - Zip
            - Date Range (2 date fields)
    - The following fields are returned by the legacy system for Business inquiries:
        - Entity Number
        - Name
        - Address, City, St, Zip
        - Phone Number
        - Activity (select top 20)
            - Involvement (witness, suspect, victim, etc.)
            - Source Description (arrest, incident, citation, etc.)
            - Case Number (report number)
            - Source Date (report date)
            - Agency Name (report agency)
- A test state server must be available that can be used unaccompanied by vendor personnel.
- Not all transactions are available in all modules. Each query will be in 1 module.
- Data returned as displayable JSON or text files; no custom return displays are scoped.

Consulting Services

CAD Consulting Services

- For NICE audio recorder
- For Flock ALPR

Hexagon has proposed consulting services for NICE audio recorder, and Flock ALPR to become more familiar with the OnCall Dispatch | RestAPI.

OnCall Dispatch RestAPI provides direct interaction with OnCall via an industry standard REST API. It delivers a secure and convenient way for third party applications to pass data into and request information from the system. The OnCall Dispatch | RestAPI is designed to lessen the impact of an OnCall upgrade on the third-party services using it. The OnCall Dispatch | RestAPI web calls can be made by almost any programming language that supports HTTP requests.

OnCall Dispatch | RestAPI also delivers and works in conjunction with the OnCall CAD Notification Service (CNS) (feature included with OnCall). Like the OnCall Dispatch | RestAPI, the CNS can be consumed and used by almost any programming language that supports HTTP requests.

The CAD Notification Service requires authentication with RestAPI and HxGN OnCall Dispatch for initial subscription. Authentication works the same as the RestAPI, that is, the commands token is expected in the Authentication header.

General Assumptions:

- The information to be transferred is based on the third-party requirements but must also be within the scope of what Hexagon can expose via our REST API.
- The Customer will assist Hexagon as needed to facilitate the communication with the third-party vendor.
- Any third-party service, API, documentation, etc. is the responsibility of the Customer.

Flock ALPR Assumptions:

- Consulting services are to work with Customer's ALPR vendors on accessing RestAPI to forward queries to Informer and obtain the response.
- The RestAPI does not support the real time queries for every scanned vehicle from the ALPR camera. Hexagon assumes the ALPR vendor maintains a local offline copy of stolen vehicles database. The Interface is provided as a means to validate a local hit against the state system.

RMS Vendor Views

- LInX
- Riverside County Sheriff Data Warehouse

Description:

Hexagon will provide vendor views of the database and consultation with LInX and Riverside County Sheriff Data Warehouse necessary for them to pull the data from the views.

Attachment I – Glossary of Terms

Capitalized terms that are not defined below or within the body of the SOW, shall have the same meaning as set forth in the Master Terms Glossary.

"Acceptance" to mean acceptance of a Task in accordance with Task Acceptance Process.

"Agreement" shall mean that certain agreement by and between the Customer and Hexagon to which these Order Documents are included as Order 1 thereto.

"Benchmark Criteria" or "**Specifications**" means the objective criteria which identifies an intended outcome as reflected in, as applicable, an ICD, a Design Document, or Software Requirements (whichever document having last addressed the functionality in question being dispositive).

"Blocker Defect" means a Test Case has failed to satisfy the Benchmark Criteria that would correspond to a Level One Defect or Level Two Defect, or a Level One or Level Two Defect.

"Code Freeze" means a point in the Project where Customer may not make any change, configuration change, or other modification to the Software implemented as part of the Project.

"Core Team(s)" means all of the respective Subsystem Core Teams pertaining to the Project, which depending on the Project will collectively include: the Dispatch Core Team, the Mobile Core Team(s), and the Records Core Team.

"COTS Interfaces" means those Interfaces specifically identified in COTS Interface Questionnaire Completion Task in the SOW

"Customer Responsibilities" means (1) those specific tasks and obligations identified in the SOW as being the responsibility of the Customer and (2) those obligations, not stated in the SOW, but which would otherwise be reasonably considered as being Customer obligations and responsibilities.

"Custom Interfaces" means those Interfaces specifically identified in the applicable Task

"Customization" means a modification of the source code of Software.

"Cutover Plan" means a document reflecting the Activities and actions necessary to Cutover the System.

"Design Document" means a document articulating the design and intended output of a Customization.

"Documentation" means, whether in printed or electronic format, all documents (digital or hardcopy) delivered by Hexagon as part of the Project. Unless otherwise specified, it shall mean COTS Documentation.

"Facility" means a Customer provided facility/building/room that: (i) Can accommodate up to twelve (12) Customer participants; (ii) Has a projector and screen for displaying the content being presented, (iii) has Project Workstations for each participant; and a Customer workstation available for Hexagon's use while in the Facility.

"Functional Testing" means that testing process described in the Customer Functional Testing Task(s).

"GIS" means geographic information system

"Initial Schedule" means the initial iteration of the Project Schedule, which is contained in Attachment C of the SOW.

"Interface Control Document" or **"ICD"** means a document reflecting the design and requirements of a Custom Interface or certain I/Informer Interfaces, if any.

"Help Desk Portal" the electronic portal through which Customer may access the Help Desk to among other actions, log Services Requests, review the Knowledge Base,

"Hexagon Project Manager" means the person authorized by Hexagon to coordinate and manage the providing of Hexagon Services and Deliverables for the Project on behalf of Hexagon, in addition to being responsible for other duties specified in the Agreement and SOW.

"Master Terms Glossary" means that certain Common Terms Glossary set forth at https://www.hexagonsafetyinfrastructure.com/-/media/Legal/Hexagon/SI/TPS/CTG 06-2021.pdf

"Network Infrastructure" means the provision of adequate network and internet connectivity to provide sufficient operational bandwidth for the operation of the System in a manner consistent with the Product System Specifications together with all industry-standard network security, monitoring, and protection.

"Permissive Defect" means a substantially failed Test Case that would correspond to a Level Three or Level Four Defect, or a Level Three or Level Four Defect.

"Project Assumptions" means assumptions regarding the Project, which are listed in the SOW. Changes in any of the assumptions will affect the scope, schedule, and/or cost of the Project.

"Project Team" means the applicable Core Team and other resources assigned to provide information or services in connection with the Project, or applicable part thereof.

"Project Workstation" means a computer workstation (expressly excludes tablets or other smart devices) that has: (i) a modern web browser installed and ready for use; (ii) Internet access; (iii) at least one (1) external monitor with a resolution no smaller than 1920x1080 (understanding two (2) external monitors are recommended); (iv) the ability to connect to the web conference audio; and (v) a headset.

"Required Facilities" means a facility provided by the Customer that: (i) can accommodate up to twelve (12) Customer participants with workstations and monitors meeting the specifications for the Software described herein for each participant and (ii) has a projector and screen for displaying the content being presented. If the Customer's policies preclude connecting Hexagon-owned equipment to their network, a computer workstation for use by Hexagon for presenting content shall be made available.

"Server Setup Worksheet" means a document reflecting, among other details, the identification of servers, IP addresses, and node names for the System.

"Site Configuration Document" means a document reflecting the configurations made to the OnCall System.

"Software Requirements" means the functionality and capabilities affirmatively included in the OnCall Software as expressly specified in OnCall Functional Matrix (Attachment G-1 and G-2, as appropriate to the Subsystem) and corresponding to Software being provided to Customer as listed in Attachment A. For clarity, any functionality corresponding to Software licenses not purchased by Customer shall not be considered a Software Requirement.

"SR" or **"Service Request"** a request logged into Hexagon's Help Desk Portal identifying a request for Hexagon to address a Defect, question, provide an Update, or provide an enhancement request, among other requests.

"Subject Matter Expert" or **"SME"** means a person(s) who has particular knowledge about a specific topic(s).

"System Administrator(s)" means a person or persons having the appropriate education, training, and/or experience in information technology to provide first tier support of the System.

"Task Prerequisites" means those events, deliverables, or accomplishments that are required to occur prior to the commencement of the applicable Task, except as may otherwise be agreed to through Conditional Acceptance.

"Test Case" means a set of conditions and parameters agreed to by the Parties which the Parties shall use to test whether the intended functionality identified in the Benchmark Criteria is reflected in the System.

"Test Case Failure" means a situation in which an executed Test Case has substantially failed in meeting the passage criteria set forth in the applicable portion of the Benchmark Criteria.

"Updated Initial Project Schedule" means the Initial Project Schedule updated by the Parties' Project Managers during Project Kickoff Meeting Task and reflecting the actual Notice to Proceed date.

"VPN" means virtual private network.

"Warranty Period" means that one (1) year period beginning at Cutover for a Subsystem during which the applicable Project Software is subject to the warranty described in Attachment K.

Attachment J – GIS Requirements for the HxGN OnCall Dispatch System

HxGN OnCall Dispatch requires integration with a third-party mapping provider for GIS information. These third-party mapping services fall into three (3) main areas: Map Tile Services, Geocoding Services, and Routing Services. The selection, provisioning, and administration of its mapping services configuration of its map, maintenance and support of its map, and adherence to the requirements set forth herein is the responsibility of Customer. Hexagon shall not be responsible for resolving or addressing issues or Defects arising from Customer's non-conformance with requirements contained herein.

Map Service

The map contains the area of responsibility for the dispatch system and is accessed by HxGN OnCall Dispatch through published map web services. Many maps may be accessible and configured as base maps and/or translucent overlays to the base maps. The GIS provider will be responsible for providing map services. Customer shall utilize one of the following mapping services: ArcGIS, Bing, Tile Map Services, WMS, and WMTS. These services must be configured by the Customer or its mapping services provider in a highly available manner. An interruption in availability of these map services will negatively impact the availability of the map, routing or geocoding within the System and its resulting performance.

Geocoding/Address Locator Service

A Web geocoding service resolves address strings and street names to longitude/latitude coordinates (geocoding) and returns an address string for a point selected from the map or precision coordinate key-in (reverse-geocoding). The Customer and/or its mapping services provider will be responsible for providing geocoding services. The Customer shall utilize one of the following mapping services: ArcGIS, Bing, and Pelias, supported for geocoding services. These services must be configured by the Customer or its mapping services provider in a highly available manner. An interruption in availability of these geocoding services will negatively impact the availability of the address verification within the System and its resulting performance. Additionally, the network latency, which is the responsibility of Customer, between the System and the mapping services shall be thirty (30) milliseconds or less on all requests to this service.

Routing Service

A routing service is used to determine the best route between two (2) or more points on the map based on time and distance. The routing service can also return driving directions for the calculated route. Some services have the capability to react to real-time traffic conditions, thereby increasing the accuracy of route results and providing more efficient workflows which strive to mimic real world conditions. The Customer and/or its mapping services provider will be responsible for providing routing services. Customer shall utilize one of the following mapping services: ArcGIS, Bing, or Valhalla. This service must be configured by the Customer or its mapping services provider in a highly available manner as an interruption in availability of this routing service will negatively impact the availability of the routing service including unit recommendations within the System and its resulting performance. Additionally, the network latency, which is the responsibility of Customer, between the System and the mapping services shall be thirty (30) milliseconds or less on all requests to this service.

Hexagon requires the Customer to provide a set of services that are dedicated for the purpose of supporting the OnCall environment. While the environment may be similar in some respects to existing environments in place by the Customer, OnCall requires a dedicated environment to mitigate potential performance and reliability issues that could arise due to other users accessing a shared environment.

Hexagon's Services expressly exclude ESRI related services, including, but not limited to, building or modifying of ESRI environments, providing consulting services related to ESRI environments, or other services related to ArcGIS software. The Customer is solely responsible for the use and creation of ArcGIS environments in conjunction with OnCall Dispatch. As you leverage ESRI as the mapping solution to integrate with OnCall, Customer may at its discretion seek additional guidance from ArcGIS professionals, materials published by ESRI, including the following link (https://enterprise.arcgis.com/en/server/latest/deploy/windows/single-machine-high-availability-active-active-deployment.htm) related to building a highly available GIS solution, or other appropriate resources.

Attachment K – Warranty

In accordance with Section 7.2 of the Agreement, Hexagon warrants the Hexagon Software provided in this Order shall materially conform to its Specifications for one (1) year from Cutover of the applicable Subsystem, provided that in the event of a nonconformity during the Warranty Period, Hexagon shall address the reported Defect in accordance with the Maintenance Terms within the Agreement.

Attachment L – Regional Provisions

The following terms, including any sub-attachments to this Attachment L, modify provisions set forth above to accommodate regional requirements. To the extent there is any conflict between the terms specified below and the terms set forth in the remainder of the SOW, the following shall control.

1. A Business Day includes up to eight (8) Business Hours, including breaks, during a twenty-four (24) hour period.

2. Upon Customer request, Hexagon personnel may undergo a criminal background check consisting of biographical information necessary to initiate an NCIC query and fingerprinting. To the extent the Customer requires Hexagon personnel to undergo such criminal background check, the Customer shall arrange for such criminal background check and fingerprinting and be responsible for all costs associated with conducting the criminal background check and fingerprinting (if done at Customer designated location). Any remote personnel shall only be required to provide biographical information necessary to initiate a NCIC query and a fingerprint card completed by any law enforcement agency.

3. Per CJIS security policy, customers who wish to access U.S. national databases using mobile devices must use data encryption that is FIPS 140-2 certified and meets other CJIS requirements. The Customer is responsible for ensuring that their data communications infrastructure and devices comply with CJIS and applicable State requirements.

Attachment L-1 – CJIS Security Addendum

FEDERAL BUREAU OF INVESTIGATION

CRIMINAL JUSTICE INFORMATION SERVICES

SECURITY ADDENDUM

The goal of this document is to augment the CJIS Security Policy to ensure adequate security is provided for criminal justice systems while (1) under the control or management of a private entity or (2) connectivity to FBI CJIS Systems has been provided to a private entity (contractor). Adequate security is defined in Office of Management and Budget Circular A-130 as "security commensurate with the risk and magnitude of harm resulting from the loss, misuse, or unauthorized access to or modification of information."

The intent of this Security Addendum is to require that the Contractor maintain a security program consistent with federal and state laws, regulations, and standards (including the CJIS Security Policy in effect when the contract is executed), as well as with policies and standards established by the Criminal Justice Information Services (CJIS) Advisory Policy Board (APB).

This Security Addendum identifies the duties and responsibilities with respect to the installation and maintenance of adequate internal controls within the contractual relationship so that the security and integrity of the FBI's information resources are not compromised. The security program shall include consideration of personnel security, site security, system security, and data security, and technical security.

The provisions of this Security Addendum apply to all personnel, systems, networks and support facilities supporting and/or acting on behalf of the government agency.

1.00 Definitions

1.01 Contracting Government Agency (CGA) - the government agency, whether a Criminal Justice Agency or a Noncriminal Justice Agency, which enters into an agreement with a private contractor subject to this Security Addendum.

1.02 Contractor - a private business, organization or individual which has entered into an agreement for the administration of criminal justice with a Criminal Justice Agency or a Noncriminal Justice Agency.

2.00 Responsibilities of the Contracting Government Agency.

2.01 The CGA will ensure that each Contractor employee receives a copy of the Security Addendum and the CJIS Security Policy and executes an acknowledgment of such receipt and the contents of the Security Addendum. The signed acknowledgments shall remain in the possession of the CGA and available for audit purposes. The acknowledgement may be signed by hand or via digital signature (see glossary for definition of digital signature).

3.00 Responsibilities of the Contractor.

3.01 The Contractor will maintain a security program consistent with federal and state laws, regulations, and standards (including the CJIS Security Policy in effect when the contract is executed and all subsequent versions), as well as with policies and standards established by the Criminal Justice Information Services (CJIS) Advisory Policy Board (APB).

4.00 Security Violations.

4.01 The CGA must report security violations to the CJIS Systems Officer (CSO) and the Director, FBI, along with indications of actions taken by the CGA and Contractor.

4.02 Security violations can justify termination of the appended agreement.

4.03 Upon notification, the FBI reserves the right to:

a. Investigate or decline to investigate any report of unauthorized use;

b. Suspend or terminate access and services, including telecommunications links. The FBI will provide the CSO with timely written notice of the suspension. Access and services will be reinstated only after satisfactory assurances have been provided to the FBI by the CGA and Contractor. Upon termination, the Contractor's records containing CHRI must be deleted or returned to the CGA.

5.00 Audit

5.01 The FBI is authorized to perform a final audit of the Contractor's systems after termination of the Security Addendum.

6.00 Scope and Authority

6.01 This Security Addendum does not confer, grant, or authorize any rights, privileges, or obligations on any persons other than the Contractor, CGA, CJA (where applicable), CSA, and FBI.

6.02 The following documents are incorporated by reference and made part of this agreement: (1) the Security Addendum; (2) the NCIC 2000 Operating Manual; (3) the CJIS Security Policy; and (4) Title 28, Code of Federal Regulations, Part 20. The parties are also subject to applicable federal and state laws and regulations.

6.03 The terms set forth in this document do not constitute the sole understanding by and between the parties hereto; rather they augment the provisions of the CJIS Security Policy to provide a minimum basis for the security of the system and contained information and it is understood that there may be terms and conditions of the appended Agreement which impose more stringent requirements upon the Contractor.

6.04 This Security Addendum may only be modified by the FBI, and may not be modified by the parties to the appended Agreement without the consent of the FBI.

6.05 All notices and correspondence shall be forwarded by First Class mail to:

Information Security Officer

Criminal Justice Information Services Division, FBI

1000 Custer Hollow Road

Clarksburg, West Virginia 26306

Attachment M – Special Purpose Schedule (Kemp Load Balancers)

[following this page]

SPECIAL PURPOSE SCHEDULE

SPECIAL PURPOSE ITEMS:

Part Numbers:	Product Names:
VLM-3000	Progress Kemp Virtual LoadMaster 3000
ENP-VLM-3000	Progress Kemp Virtual LoadMaster 3000 Support
VLM-MAX	Progress Kemp Virtual LoadMaster MAX
ENP-VLM-MAX	Progress Kemp Virtual LoadMaster MAX Support

(herein referred to as "Kemp Licensed Products")

SPECIAL PURPOSE ITEM OWNER:
Progress Software Corporation

SPECIAL PURPOSE ITEM TYPE:
Purchases through Hexagon of Kemp Licensed Products

SCHEDULE TERMS AND CONDITIONS:

End-User Product License Agreement for Kemp products

READ THIS END USER LICENSE AGREEMENT ("**EULA**") BEFORE INSTALLING OR USING THE PRODUCT TO WHICH THIS EULA APPLIES. BY ACCEPTING THIS EULA, COMPLETING THE REGISTRATION PROCESS, AND/OR INSTALLING OR USING THE PRODUCT, YOU AGREE ON BEHALF OF YOURSELF AND YOUR COMPANY (IF APPLICABLE) TO THE TERMS BELOW. IF YOU DO NOT AGREE WITH THESE TERMS, OR DO NOT HAVE THE AUTHORITY TO BIND YOUR COMPANY, DO NOT INSTALL, REGISTER FOR OR USE THE PRODUCT, AND, IF A HARDWARE PRODUCT, RETURN THE PRODUCT OR IF A SOFTWARE PRODUCT, DESTROY OR RETURN ALL COPIES OF THE PRODUCT. ONCE YOU HAVE DONE THIS, YOU MAY REQUEST FROM THE POINT OF PURCHASE A FULL REFUND OF THE LICENSE FEES, IF ANY, PAID FOR THE PRODUCT (OR, IF THE PRODUCT IS PROVIDED TO YOU AS A HOSTED SERVICE, A REFUND OF THE PREPAID SERVICE FEES FOR THE REMAINDER OF THE SUBSCRIPTION PERIOD OF THE PRODUCT). SUCH REQUEST MUST BE COMPLETED WITHIN THIRTY (30) DAYS OF DELIVERY OF THE PRODUCT TO YOU. UNLESS OTHERWISE SPECIFIED IN THIS EULA, PROGRESS SOFTWARE CORPORATION IS THE LICENSOR OF THE PRODUCT. THE LICENSOR MAY BE REFERRED TO HEREIN AS "**Licensor**", "**we**", "**us**", or "**our**". IF YOU ARE AGREEING TO THIS EULA ON BEHALF OF YOURSELF IN YOUR INDIVIDUAL CAPACITY, THEN YOU ARE THE LICENSEE AND YOU MAY BE REFERRED TO HEREIN AS "**Licensee**", "**you**", or "**your**". IF YOU ARE AGREEING TO THIS EULA ON BEHALF OF YOUR COMPANY, THEN YOUR COMPANY IS THE LICENSEE AND ANY REFERENCES TO "**Licensee**", "**you**", or "**your**" WILL MEAN YOUR COMPANY.
This EULA includes the following sections:
1. GENERAL TERMS AND CONDITIONS – *these terms apply to all Products*;
2.A. TERMS FOR ON-PREMISE PRODUCTS – *these terms apply to Products that you or Permitted Third Parties install on computers*;
2.B. TERMS FOR HOSTED SERVICES – *these terms apply to Products that we host;*
3. PRODUCT FAMILY SPECIFIC TERMS – *these terms apply to **all** Products that are part of the family of Products referenced in this section; and*
4. PRODUCT SPECIFIC TERMS – *these terms apply to **specific** Products referenced in this section.*

GENERAL TERMS AND CONDITIONS

1.1. Definitions.

1.1.1. "**Affiliate**" means any legal entity that directly or indirectly controls, is controlled by, or is under common control with you or us. For the purposes of this definition, "control" means ownership, directly or indirectly, of more than fifty percent (50%) of the voting shares or other equity interest in an entity.

1.1.2. "**Applicable Laws**" means national, federal, state, and local laws, rules, and regulations including, without limitation, those laws and regulations relating to data privacy and security in each applicable jurisdiction.

1.1.3. "**Authorized Reseller**" means a third party who is not our Affiliate and who is authorized by us or our Affiliate to resell the Product.

1.1.4. "**Authorized User**" means you, your employee or a third-party consultant or agent that you authorize to use the Product for your benefit in accordance with section 1.2.3 (Third Party Use).

1.1.5. "**Documentation**" means any technical instructions or materials describing the operation of the Product made available to you (electronically or otherwise) by us for use with the Product, expressly excluding any user blogs, reviews or forums.

1.1.6. "**Hosted Services**" means computer software program(s), content and related services provided by us on a software-as-a-service basis through computers we or our Affiliates or our respective contractors (including cloud infrastructure suppliers) control.

1.1.7. "**Intellectual Property Rights**" means any and all current and future (a) rights associated with works of authorship, including copyrights, mask work rights, and moral rights; (b) trademark or service mark rights; (c) trade secret rights; (d) patents, patent rights, and industrial property rights; (e) layout design rights, design rights, and other proprietary rights of every kind and nature other than trademarks, service marks, trade dress, and similar rights; and (f) registrations, applications, renewals, extensions, or reissues of any of (a) to (e) , in each case, in any jurisdiction throughout the world.

1.1.8. "**On-Premise Product(s)**" means computer software program(s) provided to you to download, install and use on computer(s) controlled directly or indirectly by you.

1.1.9. "**Order**" means a written or electronic order document entered into between you and us (or our Affiliate or an Authorized Reseller) for the Product. Unless an Order says something different, each Order will be governed by the terms of this EULA and include the name of the Product being licensed and any usage limitations, applicable fees, and any other details related to the transaction.

1.1.10. "**Our Technology**" means any software, code, tools, libraries, scripts, application programming interfaces, templates, algorithms, data science recipes (including any source code for data science recipes and any modifications to such source code), data science workflows, user interfaces, links, proprietary methods and systems, know-how, trade secrets, techniques, designs, inventions, and other tangible or intangible technical material, information and works of authorship underlying or otherwise used to make available the Product, including, without limitation, all Intellectual Property Rights therein and thereto.

1.1.11. "**Permitted Third Party**" has the meaning given in section 1.2.3 (Third Party Use).

1.1.12. "**Product**" means the On-Premise Product(s) or Hosted Services, as applicable, identified in an Order, and any Updates.

1.1.13. "**Update**" means any update, enhancement, error correction, modification or new release to the Product that we make available to you.

1.2. General License Terms, Restrictions and Order of Precedence.

1.2.1. **General License Terms**. The Product is licensed, not sold, to you by us under the terms of this EULA and the Order. The scope of license granted by us to you for the Product is set out in section 3 (Product Family Specific Terms) and section 4 (Product Specific Terms).

1.2.2. **Authorized Users**. Anything your Authorized Users do or fail to do will be considered your act or omission, and you accept full responsibility for any such act or omission to the extent you would be liable if it were your act or omission.

1.2.3. **Third Party Use**. You may allow your agents, contractors and outsourcing service providers (each a "**Permitted Third Party**") to use the Product(s) licensed to you hereunder solely for your benefit in accordance with the terms of this EULA and you are responsible for any such Permitted Third Party's compliance with this EULA in such use. Any breach by any Permitted Third Party of the terms of this EULA will be considered your breach.

1.2.4. **Restrictions**. Except as otherwise expressly permitted in this EULA, you will not (and will not allow any of your Affiliates or any third party to):

(a) copy, modify, adapt, translate, or otherwise create derivative works of the Product, Documentation, or any software, services, or other technology of third party vendor(s) or hosting provider(s) that we or our Affiliate engage;

(b) disassemble, decompile or "unlock", decode or otherwise reverse translate or engineer, or attempt in any manner to reconstruct or discover the source code or underlying structure, ideas, or algorithms of the Product except as expressly permitted by law in effect in the jurisdiction in which you are located;

(c) rent, lease, sell, distribute, pledge, assign, sublicense or otherwise transfer or encumber rights to the Product;

(d) make the Product available on a timesharing or service bureau basis or otherwise allow any third party to use or access the Product;

(e) remove or modify any proprietary notices, legends, or labels on the Product or Documentation;

(f) use or access the Product in a manner that: (i) violates any Applicable Laws; (ii) violates the rights of any third party; (iii) purports to subject us or our Affiliates to any other obligations; (iv) could be fraudulent; or (v) is not permitted under this EULA;

(g) use the Product to develop, test, support or market products that are competitive with and/or provide similar functionality to the Product; or

(h) permit your Affiliates to access or use the Product unless specifically authorized elsewhere in this EULA or the Order.

1.2.5. **Limitations on Evaluation or Trial Licenses.** If the Product is licensed to you on an evaluation or trial basis, then you may use the Product only for such purposes until the earlier of: (a) the end of the evaluation period, if any, specified in the Order, this EULA or otherwise communicated by us to you at the time of delivery; or (b) the start date of a paid for license to the Product; or (c) termination in accordance with the terms of this EULA. You may not extend the evaluation period by uninstalling and re-installing the Product(s) or by any other means other than our written consent. You must not use the Product in a production environment. You will be required to pay for a license for the Product at our then applicable license price if you continue to use the Product, whether in a production or non-production environment, after the evaluation license expires or terminates, and the terms and conditions of the EULA in effect at that time will apply to your continued use of the Product. A Product licensed to you on an evaluation or trial basis may be subject to one or more usage limits specified in section 3 (Product Family Specific Terms), section 4 (Product Specific Terms), the Order or otherwise communicated at the time of delivery (including posting of such limits at the location where you download the Product for evaluation). We may, at our sole discretion, decide whether to offer any maintenance and support for the Product during the evaluation period, and to include any conditions or limits on such maintenance and support. You may not circumvent any technical limitations included in the Product licensed to you on an evaluation or trial basis.

1.2.6. **Redistribution**. If the Order or section 3 (Product Family Specific Terms) or section 4 (Product Specific Terms) grants you the express right to redistribute or offer access to all or a portion of the Product ("**Redistributables**"), then, in conjunction with any such grant, you must comply with any limitations or requirements specified in the Order, section 3 (Product Family Specific Terms) or section 4 (Product Specific Terms), as applicable, and you must distribute or offer access to the Redistributables subject to a license agreement or terms of use between you and each third party receiving or accessing the Redistributables (" **your customer**") that: (a) protects our interests consistent with the terms contained in this EULA, (b) prohibits your customer from any further distribution of the Redistributables (unless expressly permitted pursuant to section 3 (Product Family Specific Terms) or section 4 (Product Specific Terms)), (c) includes a limitation of damages clause that, to the maximum extent permitted by applicable law, disclaims on behalf of us, our Affiliates or our or their respective licensors, suppliers or Authorized Resellers, liability for any and all damages, whether direct, special, incidental or consequential damages, (d) contains terms substantially similar to those in subparts (a) through (g) of section 1.2.4 (Restrictions), section 1.5.1 (Export Compliance) and section 1.5.2 (U.S. Government Customers), and (e) includes a notice substantially similar to section 1.2.7 (Third Party Notices).

1.2.7. **Third Party Notices**. The Product may contain or be accompanied by certain third-party components which are subject to additional restrictions. These components, are identified in, and subject to, special license terms and conditions which, in the case of On-Premise Product(s), are set out in the "readme.txt" file, the "notices.txt" file, or the "Third Party Software" file accompanying the Product or

portions thereof, and in the case of Hosted Services, are set out in the third-party license agreement or notices that comes with the third-party component or is otherwise provided on the web page on which such third-party component is made available ("**Special Notices**"). The Special Notices include important licensing and warranty information and disclaimers. Unless otherwise expressly stated for a given third-party component, all such third-party components may be used solely in connection with the use of the Product subject to and in accordance with the terms and conditions of this EULA and the Special Notices. In the event of conflict between the Special Notices and the other portions of this EULA, the Special Notices will take precedence (but solely with respect to the third-party component(s) to which the Special Notice relates). You acknowledge and agree that, to the extent permitted by the Special Notices, you shall solely use the third-party components referenced in this section 1.2.7 in conjunction with the Product as intended by us. To the extent that the Special Notices prohibit us from restricting your use of such third-party components to use only in conjunction with the Product, you further acknowledge and agree that we are not responsible for any loss, costs, or damages directly or indirectly incurred due to your use of such third-party components in ways not intended or contemplated by us. We are not responsible for and expressly disclaim all warranties of any kind with respect to such use of such third-party components in ways not intended or contemplated by us.

1.2.8. **Order of Precedence between EULA and Order**. If there is any conflict between the terms and conditions in the Order and the terms and conditions of this EULA, or if the Order changes any of the terms of this EULA, the terms and conditions of the Order will apply, except if the Order is between you and an Authorized Reseller, or the Order is issued/generated by you. In the case where the Order is between you and an Authorized Reseller, the terms of the Order will apply subject to the following: (a) any terms and conditions in the Order imposing obligations on the Authorized Reseller that are in addition to or different from the obligations we have to you pursuant to this EULA will be born solely by the Authorized Reseller and our obligations to you and limits on our liability will be governed solely by the terms and conditions of this EULA and (b) any terms and conditions that conflict with or would otherwise alter any of the following under this EULA will have no effect unless expressly agreed to in a written instrument executed by us: our ownership rights, yours and our confidentiality obligations, your export compliance obligations, limitations on your rights as a U.S. Government customer (if applicable), our audit rights, restrictions on your right to assign or governing law and jurisdiction. In cases where the Order is issued/generated by you, the terms and conditions of Section 1.18.2. of this EULA, governing a purchase order or other document you supply in connection with this EULA, shall apply to such Order.

1.2.9. **Order of Precedence within EULA**. If there is any conflict among the terms and conditions of this EULA, or if a section changes the terms of another section within this EULA, the order of precedence will be as follows: first, section 4 (Product Specific Terms) (if any); second, section 3 (Product Family Specific Terms) (if any); third, section 2.A (Terms for On-Premise Products) and/or section 2.B (Terms for Hosted Services), as applicable; and fourth and finally, section 1 (General Terms and Conditions).

1.3. License Types.

1.3.1. **Overview of License Types**. The license type for the Product will, unless otherwise specified in this EULA, be one of the following license types: perpetual, term or subscription. This will be confirmed in the Order or will be the default license type listed in section 3 (Product Family Specific Terms) or section 4 (Product Specific Terms).

1.3.2. **Perpetual License Type**. Your license to use the Product will continue in perpetuity unless earlier terminated in accordance with the terms of this EULA.

1.3.3. **Term License Type**. Your license to use the Product will continue until the expiration of the term identified in the Order unless earlier terminated in accordance with the terms of this EULA. If we continue to make the Product generally available to our customers, you may purchase a new term license for the Product from us or our Authorized Reseller.

1.3.4. **Subscription License Type**. Your license to use the Product will continue until the expiration of the subscription period identified in the Order unless earlier terminated in accordance with the terms of this EULA. The procedure for renewing your license to the Product is set out in section 3 (Product Family Specific Terms) or section 4 (Product Specific Terms). If you upgrade your subscription to the Product, the upgrade will take effect immediately and you will be charged and must pay the applicable fee, and the term of your then-current subscription period may be extended, as described at the time you upgrade. You may not downgrade a subscription to the Product.

1.4. Our Business Principles. We will apply the principles set out in our Code of Conduct and Business Ethics (published on our website at http://investors.progress.com/governance.cfm) in our performance under this EULA.

1.5. Export Compliance and U.S. Government Customers.

1.5.1. **Export Compliance**. Export laws and regulations of the United States and any other relevant local export laws and regulations apply to the Products. You agree that such export control laws, including, without limitation, the U.S. Export Administration Act and its associated regulations, govern your use of the Product (including technical data), and you agree to comply with all such export laws and regulations (including "deemed export" and "deemed re-export" regulations). You agree that no data, information and/or Product (or direct product thereof) will be exported, directly or indirectly, in violation of these laws, or will be used for any purpose prohibited by these laws including, without limitation, nuclear, chemical, or biological weapons proliferation, or development of missile technology.

1.5.2. **U.S. Government Customers**. If the Product is being acquired by or on behalf of the U.S. Government or by a U.S. Government prime contractor or subcontractor (at any tier), then the U.S. Government's rights in the Product will be only as set out herein. The Product and Documentation are "commercial items" as that term is defined at 48 C.F.R. 2.101, consisting of "commercial computer software" and "commercial software documentation" as such terms are used in 48 C.F.R. 12.212. Consistent with 48 C.F.R. 12.212 and 48 C.F.R. 227.7202-1 through 227.7202-4, all U.S. Government end users acquire the Product and such Documentation with only those rights set out herein.

1.6. IP Ownership and Feedback.

1.6.1. **IP Ownership**. The Product, Our Technology, Documentation, and all other current or future intellectual property developed by us or our Affiliates, and all worldwide Intellectual Property Rights in each of the foregoing and all Updates, upgrades, enhancements, new versions, releases, corrections, and other modifications thereto and derivative works thereof, are the exclusive property of us or our Affiliates or our or their licensors or suppliers. Except for the rights and licenses expressly granted herein, all such rights are reserved by us and our Affiliates and our or their licensors and suppliers. All title and Intellectual Property Rights in and to the content that may be accessed through use of the Product is the property of the respective content owner and may be protected by applicable copyright or other intellectual property laws and treaties. This EULA grants you no rights to use such content.

1.6.2. **Feedback**. If you provide us any ideas, thoughts, criticisms, suggested improvements or other feedback related to Our Technology (collectively "Feedback") you own the Feedback and you grant to us a worldwide, royalty-free, fully paid, perpetual, irrevocable license to use, reproduce, modify, translate, distribute, perform, display, import, sell, license, offer for sale, make, have made and otherwise exploit the Feedback in any form, media, or technology, whether now known or hereafter developed, and to allow others to do the same without restriction or obligation of any kind, on account of confidential information, intellectual property rights or otherwise, and may incorporate into our products or services any service, product, technology, enhancement, documentation or other development ("Improvement") incorporating or derived from any Feedback with no obligation to license or to make available the Improvement to you or any other person or entity. This is true whether you provide the Feedback through use of the Product or through any other method of communication with us, unless we have entered into a separate agreement with you that provides otherwise.

1.6.3. **1.6.3. Security Vulnerability Reporting**. Any security vulnerabilities you identify in the Product(s) and/or Our Technology shall be reported to us in accordance with our policies and procedures for reporting security vulnerabilities (currently published on our website at https://www.progress.com/security/vulnerability-reporting-policy and which may be relocated at our discretion). Any information you provide regarding security vulnerabilities in Our Technology is also considered Confidential Information and subject to the terms and conditions of section 1.11 (Confidentiality). In addition to the restrictions set forth in section 1.2.4 (Restrictions), you will not publish information regarding any bugs, security vulnerabilities, or defects in the Product(s) and/or Our Technology, in each case, without our prior written consent.

1.7. **Maintenance**.

1.7.1. **Our Maintenance and Support Policies**. If we offer and you purchase maintenance and support for the Product, then it will be provided in accordance with our then current maintenance and support policies for the applicable Product in effect at the time of purchase. You may access our maintenance and support policies by clicking on the applicable Product family link located at https://www.progress.com/support.

1.7.2. **Maintenance and Support for Perpetual or Term License Types**. For Perpetual and Term License Types, unless otherwise expressly stated by us in the Order, first year annual maintenance and support (if offered by us) is required for the Product and starts on the date the Product is delivered. Thereafter, you may choose to purchase annual maintenance and support (if offered by us). If you do not purchase renewal maintenance and support services for a Product, then you will not receive any maintenance and support services for that Product and will have no entitlement to any benefits of maintenance and support services including, bug fixes, patches, upgrades, enhancements, new releases or technical support. If you want to reinstate lapsed maintenance and support services on a Product, and we offer reinstatement to our customers, then you may re-instate maintenance and support services by paying the then-current fee, plus a reinstatement fee for the lapsed maintenance and support period in accordance with our maintenance and support reinstatement policies then in effect.

1.7.3. **Maintenance and Support for Subscription License Type**. If the license type for the Product licensed to you is the subscription license type, then maintenance and support (if offered by us) is included in the subscription fees for each subscription period.

1.8. **Fees and Taxes**.

1.8.1. **Payment Terms and Taxes**. All fees payable to us are payable in the currency specified in the Order, or if no currency is specified, in United States Dollars, are due within 30 days from the invoice date and, except as otherwise expressly specified herein, are non-cancellable and non-refundable. We may charge you interest at a rate of 1.5% per month (or the highest rate permitted by law, if less) on all overdue payments. You agree to pay any sales, value-added or other similar taxes imposed by applicable law that we must pay on such fees, except those based on our income. Invoices may be issued by our Affiliate. If you and we agree that you will pay by credit card, you will provide us with valid and updated credit card information and you authorize us to store such information and bill such credit card for all fees applicable: (a) at the time that you order the Product and (b) at the time of any renewal or upgrade.

1.8.2. **Fees for Renewal Subscription Licenses**. If the license type for the Product licensed to you is the Subscription License Type then each renewal subscription will be calculated at the then-current price offered for the Product at the time of renewal.

1.8.3. **Fees for Renewal Maintenance Terms**. If the license type for the Product licensed to you is a Perpetual license or Term license, then, unless otherwise specified in the Order or in section 3 (Product Family Specific Terms) or section 4 (Product-Specific Terms), the fee for an optional annual renewal maintenance and support term for the Product will be calculated based on the annual rate applicable for the initial maintenance and support term or immediately preceding renewal maintenance and support term, whichever is applicable, plus a rate increase, if applicable, calculated at the lesser of any standard price increase or CPI (or equivalent index) after applying any increases as a consequence of our Lifetime Support policy, if applicable.

1.8.4. **Orders between You and Our Authorized Reseller**. Notwithstanding the above terms of this section 1.8 (Fees and Taxes), if you purchased your license to the Product and/or maintenance and support from an Authorized Reseller, then the fees will be set out in the Order between you and the Authorized Reseller. The Authorized Reseller may be responsible for billing and/or collecting payment from you and if so, the billing and collection terms agreed to between you and the Authorized Reseller may differ from the terms set out in this section 1.8 (Fees and Taxes).

1.8.5. **No Reliance on Future Availability of any Product or Update.** You agree that you have not relied on the future availability of any Product or Updates in your purchasing decision or in entering into the payment obligations in your Order.

1.9. **Warranties**.

1.9.1. **Authority**. Each party represents and warrants that it has the legal power and authority to enter into this EULA.

1.9.2. **Product Compliance with Documentation**. We warrant to you that, for six (6) months from delivery (in the case of an On-Premise Product) or for the duration of the license (in the case of a Hosted Service), the Product will comply with the applicable Documentation in all material respects. Your exclusive remedy, and our sole liability, with respect to any breach of this warranty will be for us to use commercially reasonable efforts to promptly correct the non-compliance (provided that you notify us in writing within the warranty period and allow us a reasonable cure period). If we, at our discretion, reasonably determine that correction is not economically or technically feasible, we may terminate your license to the Product and provide you a full refund of the fees paid to us with respect to the Product (in the case of an On-Premise Product) or a refund of the prepaid fees for the unused portion of the license

period (in the case of a Hosted Service). Delivery of additional copies of, or Updates to, the Product will not restart or otherwise affect the warranty period.

1.9.3. **Warranty Exclusions**. The warranty specified in section 1.9.2 (Product Compliance with Documentation) does not cover any Product provided on an unpaid evaluation or trial basis, or defects to the Product due to accident, abuse, service, alteration, modification or improper installation or configuration by you, your Affiliates, your or their personnel or any third party not engaged by us.

1.9.4. **Warranty Disclaimers**. EXCEPT FOR THE WARRANTIES EXPRESSLY STATED IN THIS SECTION 1.9 OR THE ADDITIONAL WARRANTIES (IF ANY) EXPRESSLY STATED IN SECTION 3 (PRODUCT FAMILY SPECIFIC TERMS) OR SECTION 4 (PRODUCT SPECIFIC TERMS), THE PRODUCT, DOCUMENTATION AND OUR TECHNOLOGY ARE PROVIDED "AS IS", WITH ALL FAULTS, AND WE DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, NONINFRINGEMENT, AVAILABILITY, ERROR-FREE OR UNINTERRUPTED OPERATION, AND ANY WARRANTIES ARISING FROM COURSE OF DEALING, COURSE OF PERFORMANCE, OR USAGE OF TRADE. TO THE EXTENT THAT WE MAY NOT AS A MATTER OF APPLICABLE LAW DISCLAIM ANY IMPLIED WARRANTY, THE SCOPE AND DURATION OF SUCH WARRANTY WILL BE THE MINIMUM PERMITTED UNDER APPLICABLE LAW.

1.10. Indemnification.

1.10.1. **Our Indemnification Obligation**.

1.10.1.1. **Intellectual Property Infringement**. We will defend you, and your officers, directors, employees, and agents from and against any and all third party claims, lawsuits, and proceedings alleging that your use of the Product, in accordance with the terms and conditions of this EULA, constitutes a direct infringement or misappropriation of such third party's patent, copyright or trade secret rights (the "**IP Claim**"), and we will indemnify you for damages finally awarded against you by a court of competent jurisdiction with respect to the IP Claim.

1.10.1.2. **Exceptions**. We will not indemnify you to the extent that the alleged infringement or misappropriation results from (a) use of the Product in combination with any other software or item not supplied by us; (b) failure to promptly implement an Update provided by us pursuant to 1.10.1.3 (Our Options); (c) modification of the Product not made or provided by us; or (d) use of the Product in a manner not permitted by this EULA. We also will not indemnify you if we notify you of our decision to terminate this EULA, and the license to the Product granted hereunder, in accordance with section 1.10.1.3 (Our Options) and you have not ceased all use of the Product within thirty (30) days of such notification.

1.10.1.3. **Our Options**. If a final injunction is, or we reasonably believe that it could be, obtained against your use of the Product, or if in our opinion the Product is likely to become the subject of a successful claim of infringement, we may, at our option and expense, (a) replace or modify the Product so that it becomes non-infringing (provided that the functionality is substantially equivalent), (b) obtain for you a license to continue to use the Product, or (c) if neither (a) nor (b) are reasonably practicable, terminate this EULA on thirty(30) days' notice and, if the Product was licensed to you on a Perpetual License or Term License basis, refund to you the license fee paid to us for the Product less an amount for depreciation determined on a straight-line five year (or actual term if shorter) depreciation basis with a commencement date as of the date of delivery of the Product, or if the Product was licensed to you on a Subscription License basis, refund to you the unused portion of the fees paid in advance to us for the then-current subscription period for the Product. THE INDEMNIFICATION PROVISIONS SET OUT IN THIS SECTION 1.10.1 STATE OUR ENTIRE LIABILITY AND YOUR SOLE AND EXCLUSIVE REMEDY WITH RESPECT TO ANY INFRINGEMENT OR ALLEGED INFRINGEMENT BY US OF ANY INTELLECTUAL PROPERTY RIGHTS OR PROPRIETARY RIGHTS IN RESPECT OF THE PRODUCT OR ITS USE.

1.10.2. **Your Indemnification Obligation**.

1.10.2.1. **Indemnification for Third Party-Claims**. To the extent permitted by applicable law, you will defend us and our Affiliates, and our and their respective officers, directors, employees, and agents from and against any and all third party claims, lawsuits, and proceedings that arise or result from (a) your breach of this EULA, (b) your use, distribution and/or licensing of the Redistributables, if applicable, except to the extent it arises from an IP Claim covered under section 1.10.1 above, or (c) your failure or alleged failure to comply with Applicable Laws or any violation of a third party's rights in connection with your use of the Product (each a "**Third-Party Claim**" and collectively "**Third-Party Claims**") and you will

indemnify for damages finally awarded by a court of competent jurisdiction with respect to any Third-Party Claim.

1.10.3. **Control of the Defense or Settlement**. For any indemnification obligation covered in section 1.10.1,"**Indemnifying Party**" means us, "**Indemnified Party**" means you, and "**Claim**" means an IP Claim. For any indemnification obligation covered in section 1.10.2, "**Indemnifying Party**" means you, "**Indemnified Party**" means us, and "**Claim**" means a Third-Party Claim. The Indemnified Party must provide the Indemnifying Party with prompt written notice of a Claim; however, the Indemnified Party's failure to provide or delay in providing such notice will not relieve the Indemnifying Party of its obligations under this section except to the extent the Indemnifying Party is prejudiced by the Indemnified Party's failure or delay. The Indemnified Party will give the Indemnifying Party full control of the defense and settlement of the Claim as long as such settlement does not include a financial obligation on or admission of liability by the Indemnified Party. If the Indemnified Party does not do so, then the Indemnified Party waives the Indemnifying Party's indemnification obligations under section 1.10.1 or 1.10.2, as applicable. The Indemnified Party will reasonably cooperate in the defense of the Claim and may appear, at its own expense, through counsel reasonably acceptable to the Indemnifying Party.

1.11. Confidentiality.

1.11.1. **Confidentiality Obligations**. Except as otherwise provided herein, each party agrees to retain in confidence all information and know-how transmitted or disclosed to the other that the disclosing party has identified as being proprietary and/or confidential or should
reasonably be understood to be confidential given the nature of the information and the circumst ances surrounding its disclosure, and agrees to make no use of such information and know-how except under the terms of this EULA. However, neither party will have an obligation to maintain the confidentiality of information that (a) it received rightfully from a third party without an obligation to maintain such information in confidence; (b) was known to the receiving party prior to its disclosure by the disclosing party; (c) is or becomes a matter of public knowledge through no fault of the receiving party; or (d) is independently developed by the receiving party without use of the confidential information of the disclosing party. Further, either party may disclose confidential information of the other party as required by governmental or judicial order, provided such party gives the other party prompt written notice prior to such disclosure (unless such prior notice is not permitted by applicable law) and complies with any protective order (or equivalent) imposed on such disclosure. You will treat any source code for the Product as our confidential information and will not disclose, disseminate or distribute such materials to any third party without our prior written permission. Each party's obligations under this section 1.11 will apply during the term of this EULA and for five (5) years following termination of this EULA, provided, however, that (i) obligations with respect to source code will survive forever and (ii) trade secrets will be maintained as such until they fall into the public domain.

1.11.2. **Product Benchmark Results**. You acknowledge that any benchmark results pertaining to the Product are our confidential information and may not be disclosed or published without our prior written consent. This provision applies regardless of whether the benchmark tests are conducted by you or us.

1.11.3. **Remedies for Breach of Confidentiality Obligations**. Each party acknowledges that in the event of a breach or threat of breach of this section 1.11, money damages will not be adequate. Therefore, in addition to any other legal or equitable remedies, the non-breaching party will be entitled to seek injunctive or similar equitable relief against such breach or threat of breach without proof of actual injury and without posting of a bond.

1.12. Data Collection and Personal Data.

1.12.1. **Data Collection through use of the Product**. THE PRODUCT MAY INCLUDE FEATURE(S) THAT (A) GATHER PRODUCT ACTIVATION, USAGE AND/OR ENVIRONMENT INFORMATION, (B) IDENTIFY TRENDS AND/OR BUGS, (C) COLLECT USAGE STATISTICS, AND/OR (D) TRACK OTHER DATA RELATED TO YOUR USE OF THE PRODUCT, AS FURTHER DESCRIBED IN THE CURRENT VERSION OF OUR PRIVACY POLICY AVAILABLE AT https://www.progress.com/legal/privacy-policy. BY YOUR ACCEPTANCE OF THE TERMS OF THIS EULA AND/OR USE OF THE PRODUCT, YOU AUTHORIZE THE COLLECTION, USE AND DISCLOSURE OF THIS DATA FOR THE PURPOSES PROVIDED FOR IN THIS EULA AND/OR THE PRIVACY POLICY.

1.12.2. **Additional Data Collection Terms**. Depending on the Product licensed to you, this EULA may contain additional data collection terms in section 3 (Product Family Specific Terms) or section 4 (Product Specific Terms) and/or, if we are hosting the Product, in section 2.B (Terms for Hosted Services).

1.12.3. **Your Personal Data**. If you determine that you will be supplying us with your Personal Data (as defined in the Data Processing Addendum referenced below) for us to process on your behalf, in the provision of maintenance and support services or hosting services (if the Product licensed to you is a Hosted Service) or during the course of any audits we conduct pursuant to section 1.14 (Audit), you may submit a written request at privacy@progress.com for the mutual execution of a Data Processing Addendum substantially in the form we make available at https://www.progress.com/docs/default-source/progress-software/data-processing-addendum.pdf and we will enter into such Data Processing Addendum with you. To the extent there is any conflict between this EULA and such Data Processing Addendum, the Data Processing Addendum will prevail with respect to our handling and processing of your Personal Data.

1.13. Limitation of Liability and Disclaimer of Certain Types of Damages.

1.13.1. **Limitation of Liability**. EXCEPT FOR A PARTY'S INDEMNIFICATION OBLIGATIONS SET OUT IN THIS EULA OR A PARTY'S BREACH OF ITS CONFIDENTIALITY OBLIGATIONS PURSUANT TO SECTION 1.11 (CONFIDENTIALITY), OR YOUR MATERIAL VIOLATION OF OUR INTELLECTUAL PROPERTY RIGHTS OR OF THE LICENSE RESTRICTIONS SET OUT IN THIS EULA, TO THE EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT WILL EITHER PARTY'S LIABILITY FOR ALL COSTS, DAMAGES, AND EXPENSES ARISING OUT OF OR RELATED TO THIS EULA WHETHER BASED UPON WARRANTY, CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR OTHERWISE AT LAW EXCEED, IN THE AGGREGATE, THE FEES PAID TO US FOR THE PRODUCT AND/OR SERVICE THAT IS THE SUBJECT OF THE CLAIM, PROVIDED, HOWEVER, THAT IF THE FEES PAID FOR SUCH PRODUCT AND/OR SERVICE ARE PAID ON A RECURRING BASIS, THEN THE NOT TO EXCEED LIMIT WILL BE THE FEES PAID TO US FOR THE PRODUCT AND/OR SERVICE DURING THE TWELVE (12) MONTH PERIOD IMMEDIATELY PRECEDING THE DATE THE CLAIM AROSE. OUR AFFILIATES AND LICENSORS, AND THE SUPPLIERS TO US, OUR AFFILIATES OR LICENSORS, WILL, TO THE EXTENT PERMITTED BY APPLICABLE LAW, HAVE NO LIABILITY TO YOU OR TO ANY OTHER PERSON OR ENTITY FOR DAMAGES, DIRECT OR OTHERWISE, ARISING OUT OF THIS EULA, INCLUDING, WITHOUT LIMITATION, DAMAGES IN CONNECTION WITH THE PERFORMANCE OR OPERATION OF OUR PRODUCTS OR OUR PERFORMANCE OF SERVICES.

1.13.2 **Disclaimer of Certain Types of Damages**. EXCEPT FOR A PARTY'S INDEMNIFICATION OBLIGATIONS SET OUT IN THIS EULA OR YOUR MATERIAL VIOLATION OF OUR INTELLECTUAL PROPERTY RIGHTS OR THE LICENSE RESTRICTIONS SET OUT IN THIS EULA, TO THE EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT WILL EITHER PARTY, ITS AFFILIATES OR ITS LICENSORS OR THEIR RESPECTIVE SUPPLIERS BE LIABLE FOR ANY SPECIAL, INDIRECT, CONSEQUENTIAL, INCIDENTAL, PUNITIVE OR TORT DAMAGES ARISING IN CONNECTION WITH THIS EULA OR EITHER PARTY'S PERFORMANCE UNDER THIS EULA OR THE PERFORMANCE OF OUR PRODUCTS, OR FOR ANY DAMAGES RESULTING FROM LOSS OF USE, LOSS OF OPPORTUNITY, LOSS OF DATA, LOSS OF REVENUE, LOSS OF PROFITS, OR LOSS OF BUSINESS, EVEN IF THE PARTY, ITS AFFILIATES, ITS LICENSORS, OR ANY OF THEIR RESPECTIVE SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF THOSE DAMAGES.

1.14. Audit. We may install and use automated license tracking, management and/or enforcement solutions with the Product, which you may not disrupt or alter. You will maintain records in connection with this EULA and the use of the Product and any Updates and/or services provided hereunder. Such records will include at a minimum the number of licenses purchased and being used by you. At our expense and with reasonable written notice to you, we or a third party appointed by us may audit the records, and if necessary and as applicable, the systems on which the Product or any Update is installed for the sole purpose of ensuring compliance with the terms of this EULA. We will have the right to conduct audits as necessary. These audits may be conducted on site at a location where you have installed the Product, remotely from our offices, or a combination of both, if applicable to the Product. On-site audits will be conducted during regular business hours, and neither on-site nor remote audits will interfere unreasonably with your business operations. You agree to share with us copies of all records referenced herein, as well as Product log files and other information reasonably requested by us promptly following such request, but in no event more than five (5) business days following receipt of our written request (or such longer period, if applicable, that we specify in the written request). We will treat all such information obtained or accessed by us during the audit as confidential information pursuant to section 1.11 (Confidentiality) for use by us only as necessary to ensure compliance with and enforcement of the terms

of this EULA. If any audit reveals that you have underpaid license, maintenance and support or subscription fees, you will be invoiced for all such underpaid fees based on our list price in effect at the time the audit is completed. If the underpaid fees exceed five percent (5%) of the fees previously paid by you, then you will also pay our reasonable costs of conducting the audit and enforcement of this EULA.

1.15. Termination.

1.15.1. **Termination for Breach**. We may terminate this EULA by written notice at any time if you do not comply with any of your obligations under this EULA and fail to cure such failure to our satisfaction within thirty (30) days after such notice. This remedy will not be exclusive and will be in addition to any other remedies which we may have under this EULA or otherwise.

1.15.2. **Effect of Termination**. Upon expiration of your license term to the Product (if applicable) or earlier termination of this EULA, your license to access and/or use the Product and/or distribute the Redistributables (if applicable) will terminate. You must immediately cease use of the Product and destroy all copies of the Product in your possession (and required any Permitted Third Parties to do the same). Any licenses you have granted to the Redistributables in accordance with the terms and conditions of this EULA will, unless otherwise specified in section 3 (Product Family Specific Terms) or section 4 (Product Specific Terms), survive termination of this EULA.

1.15.3. **Survival**. Any provisions of this EULA containing licensing restrictions, warranties and warranty disclaimers, confidentiality obligations, limitations of liability and/or indemnity terms, audits rights, and any term of this EULA which, by its nature, is intended to survive termination or expiration, will remain in effect following any termination or expiration if this EULA, as will your obligation to pay any fees accrued and owing to us as of termination or expiration.

1.16. **Assignment.** You may not, without our prior written consent, assign or novate this EULA, any of your rights or obligations under this EULA, or the Products or any of our Confidential Information, in whole or in part, by operation of law, sale of assets, merger or otherwise, to any other party, including any parent, subsidiary or affiliated entity. Your Change of Control will constitute an assignment for purposes of the preceding sentence. A **"Change of Control"** will include, but not be limited to, any merger, consolidation, amalgamation, reorganization or sale, transfer or exchange of the capital stock or equity interests of you in a transaction or series of transactions which results in the holders of your capital stock or equity interests holding less than 50% of the outstanding capital stock or equity interests immediately following such transaction(s).

1.17. **Choice of Law.** This EULA is governed by the laws of the Commonwealth of Massachusetts, U.S.A., without regard to the conflict of laws principles thereof. If any dispute, controversy, or claim cannot be resolved by a good-faith discussion between the parties, then it will be submitted for resolution to a state or federal court in Boston, Massachusetts, USA, and the parties hereby irrevocably and unconditionally agree to submit to the exclusive jurisdiction and venue of such court. The Uniform Computer Information Transactions Act and the United Nations Convention on the International Sale of Goods will not apply to this EULA.

1.18. Miscellaneous.

1.18.1. **Notices**. Notices of termination, material breach, your insolvency or an indemnifiable claim ("**Legal Notices**") must be clearly identified as Legal Notices and sent via overnight courier or certified mail with proof of delivery to the following addresses: For us: 15 Wayside Rd, Suite 400, Burlington, MA 01803, Attention: General Counsel. For you: your address set out in the Order. Legal Notices sent in accordance with the above will be effective upon the second business day after mailing. Either party may change its address for receipt of notices upon written notice to the other party.

1.18.2. **Entire Agreement**. This EULA, and any terms expressly incorporated herein by reference, will constitute the entire agreement between you and us with respect to the subject matter of this EULA and supersedes all prior and contemporaneous communications, oral or written, signed or unsigned, regarding such subject matter. Use of any purchase order or other document you supply in connection with this EULA will be for administrative convenience only and all terms and conditions stated therein will be void and of no effect. Except as otherwise expressly contemplated in this EULA, this EULA may not be modified or amended other than in writing signed by you and us.

1.18.3. **Severability**. If any provision of this EULA is terminated or held by a court of competent jurisdiction to be invalid, illegal, or unenforceable, the remainder of this EULA will remain in full force and effect.

1.18.4. **Waiver**. Failure or delay in exercising any right, power, privilege or remedy hereunder will not constitute a waiver thereof. A waiver of default will not operate as a waiver of any other default or of the same type of default on future occasions.
1.18.5. **English Language**. This EULA has been drawn up in English at the express wish of the parties. Le présent contrat a été rédigé en anglais à la demande expresse des parties.
1.18.6. **Force Majeure**. Neither you nor we will be liable for any delay or failure to take any action required under this EULA (except for payment) due to any cause beyond the reasonable control of you or us, as the case may be, including, but not limited to unavailability or shortages of labour, materials, or equipment, failure or delay in the delivery of vendors and suppliers and delays in transportation.
1.18.7. **Our Use of Our Affiliates**. We may, at our discretion, engage one or more of our Affiliates in the fulfilment of our obligations, including, our obligations for delivery of the Product to you and/or the provision of any maintenance and support services.

2.A. TERMS FOR ON-PREMISE PRODUCTS

2.A.1. **Delivery**. Unless otherwise specified by us, On-Premise Product(s) will be provided to you via electronic delivery, and delivery is deemed complete when the On-Premise Product(s) is/are made available at the electronic software download site specified by us and you are e-mailed or otherwise provided with any necessary instructions, password and/or license keys required for you to be able to access, download and install the On-Premise Product(s). If we provide the On-Premise Product(s) on physical media, shipping terms will be FOB shipping point.
2.A.2. **Updates**. Each Update to an On-Premise Product replaces part or all of the On-Premise Product (or earlier Update) previously licensed to you ("**Replaced Product**") and will terminate such previously licensed Replaced Product to the extent replaced by the Update; provided, however, that you may continue to operate the Replaced Product for up to ninety (90) days from delivery of the Update to allow you to complete your implementation of the Update. You must cease all use of the Replaced Product at the end of the ninety (90) day period. Each Update will be subject to the terms and conditions of this EULA, except that (i) to the extent the Update contains new or updated Special Notices, your use of any third party components shall be subject to section 1.2.7 of this EULA and the Special Notices accompanying the Update; and, (ii) to the extent section(s) 3 and/or 4 of the license agreement accompanying the Update contain(s) additional or conflicting terms and conditions related to new Products, components, features and/or functionality contained in the Update, or related to additions or modifications to the license definitions, license model or use restrictions, then your use of the Update will be subject to this EULA, as altered by such additional or conflicting terms and conditions of section(s) 3 and/or 4 of the license agreement accompanying the Update which must be accepted by you at the time you download or install the Update. If you do not agree to such additional or conflicting terms and conditions, do not download or install the Update.
2.A.3. **Cloud Environment**. You may upload the On-Premise Product(s) licensed to you pursuant to this EULA onto a cloud instance supplied by a third party, provided that the operation of the On-Premise Product(s) in the cloud instance complies with all license model restrictions and usage limitations applicable to the On-Premise Product(s). You may also allow the third party to upload, install, operate and/or use the On-Premise Products on the cloud instance, provided that the third party's access to and use of the On-Premise Products is solely for your benefit in accordance with the terms of this EULA. The third party will be considered a Permitted Third Party, and you will be responsible for the Permitted Third Party's compliance with this EULA in accordance with section 1.2.3 (Third Party Use).

2.B. TERMS FOR HOSTED SERVICES

2.B.1. **Definitions**.
2.B.1.1. "**Access Credentials**" means login information, passwords, security protocols, and policies through which you or Authorized Users access and use the Hosted Services.
2.B.1.2. "**Account**" means the account through which you access the Hosted Services or your Authorized Users access the Hosted Services for your benefit and/or on your behalf.
2.B.1.3. "**Acceptable Use Policy**" or "**AUP**" means our acceptable use policy located at https://www.progress.com/legal/aup that specifies rules, requirements and limitations concerning your use of the Hosted Services, and as may be updated by us from time to time.
2.B.1.4. "**Content**" means all data and content, such as data files, written text, keys, computer software, music, audio files or other sounds, photographs, videos or other images that you or your Authorized Users upload to or process using the Hosted Services.

2.B.1.5. "**Downloadable Software**" means any computer software programs, SDKs, codes, and/or files made available by us through or as part of the Hosted Services which you may be required to download and install/store locally on your computer to connect to and/or use the Hosted Services, along with any related Documentation and Updates.

2.B.1.6. "**Terms**" means collectively: (a) this EULA, (b) the AUP, (c) the Terms of Use for our website located at https://www.progress.com/legal/terms-of-use, as updated by us from time to time, and (d) our Privacy Policy located at https://www.progress.com/legal/privacy-policy, as updated by us from time to time.

2.B.2. **Eligibility, Registration and Access Credentials**.

2.B.2.1. **Eligibility**. To be eligible to use the Hosted Services, you must meet the following criteria and represent and warrant that you: (a) are 18 years of age or older, (b) are not currently restricted from the Hosted Services, (c) are not a competitor of ours or our Affiliates and are not using the Hosted Services for reasons that are in competition with us or our Affiliates, (d) have full power and authority to enter into the Terms and in doing so will not violate any other agreement to which you are a party, (e) will not violate any of our rights, including Intellectual Property Rights, (f) will comply with the Terms as the same may be amended from time to time, and (g) agree to provide at your cost all equipment, software and internet access necessary to use the Hosted Services.

2.B.2.2. **Registration**. Except as otherwise specified in section 3 (Product Family Specific Terms) or section 4 (Product Specific Terms), this section specifies the terms applicable to your registration to use the Hosted Services. When you register to use the Hosted Services, we will ask for your name, email address and other related information. Assuming we don't find the information you provide to be of concern, we will create an Account for you. As part of the registration process you (or we at your request) will create Access Credentials for each of your Authorized Users.

2.B.2.3. **Access Credentials**. Except as otherwise specified in section 3 (Product Family Specific Terms) or section 4 (Product Specific Terms), this section specifies the terms applicable to Access Credentials provided to you to access the Hosted Services. You are responsible for safeguarding the Access Credentials. You agree to: (a) keep your Access Credentials secure and confidential and not allow any of your Authorized Users to provide their Access Credentials to anyone else; (b) not permit others to use your Account; and (c) refrain from using other users' accounts. We rely on the Access Credentials as a method to differentiate one user from another. If someone else is using your Access Credentials, we will assume they are you and we'll give them access. (Don't forget, "you" includes your Authorized Users for whom you are responsible). You will be responsible for all activity carried out under your Account using Access Credentials made available to you and anything that happens through your Account, whether or not you have authorized such activities or actions, until you close your Account or prove that your Account security was compromised due to no fault of your own. If you know or suspect that someone has gained access to Access Credentials made available to you, you will immediately let us know. We will turn off the compromised Access Credentials and issue new Access Credentials. We reserve the right to take any action we deem necessary or reasonable to ensure the security of the Hosted Services and your Account, including terminating your access or the access of any of your Authorized Users, changing passwords, or requesting additional information to authorize activities related to your Account. In no event and under no circumstances will we be held liable to you for any liabilities or damages resulting from or arising out of (i) any action or inaction on our part under this provision, (ii) any compromise of the confidentiality of your Account, or (iii) any unauthorized access to or use of your Account.

2.B.3. **Content**.

2.B.3.1. **Your Responsibility for the Content and License Grant to Us**. You are responsible for any Content submitted and made available through the Hosted Services. You will be entirely responsible for each Content item provided by you or your Authorized Users through the Hosted Services, and, as between you and us, you retain ownership and any intellectual property rights in such Content. You will, at your own expense, obtain all third-party licenses, consents and/or permissions that may be necessary or appropriate with respect to such Content to enable each party to exercise its rights and perform its obligations under this EULA. You grant us a world-wide, royalty free, fully paid up, transferable, sublicenseable license to use, copy, host, store, disseminate, distribute, publicly display, sublicense, post or publish such Content, but only to the extent necessary for us to provide the Hosted Services. You agree that we may use our third-party contractors and service providers to exercise the licenses granted to us in this section to perform services for or on our behalf. You agree that you will have no rights against

such third-party contractors or service providers in connection with this EULA or your use of the Hosted Services hereunder. In addition, you acknowledge that to protect your transmission of Content to the Hosted Services, it is your responsibility to use a secure encrypted connection to communicate with and/or utilize the Hosted Services.

2.B.3.2. **Your Warranties Regarding the Content**. You represent and warrant that the Content does not and will not violate the AUP.

2.B.3.3. **Our Disclaimer Regarding the Content**. We do not endorse any Content or any opinion, recommendation, or advice expressed in any Content, and we expressly disclaim any liability in connection with any Content. We do not pre-screen Content, but we and our designees (including our Affiliates, third party contractors and service providers) reserve the right (but not the obligation) in our or their sole discretion to access, review, and monitor the Content and to refuse, remove or delete any Content that is inappropriate or not in compliance with this EULA and/or suspend or terminate your use of the Hosted Services at any time, without prior notice and in our sole discretion. ANY USE OF CONTENT PROVIDED BY OTHERS, INCLUDING OTHER CUSTOMERS, IS ENTIRELY AT YOUR OWN RISK. WE MAKE NO REPRESENTATIONS OR WARRANTIES ABOUT ANY CONTENT AVAILABLE ON OUR WEBSITE OR THROUGH THE HOSTED SERVICES, INCLUDING WITHOUT LIMITATION WITH RESPECT TO SUCH CONTENT'S QUALITY, ACCURACY, LEGALITY OR RELIABILITY.

2.B.4. **Changes to the Hosted Services or EULA**.

2.B.4.1. **Changes to the Hosted Services**. We reserve the right to add, modify or discontinue any product, feature or service made available through the Hosted Services. Any additions or modifications to the Hosted Services may be subject to additional terms and conditions which will be included in section 3 (Product Family Specific Terms) or section 4 (Product Specific Terms) of an updated version of this EULA implemented in accordance with the terms of section 2.B.4.2 (Changes to the EULA).

2.B.4.2. **Changes to the EULA**. We may modify this EULA at any time by posting a revised version on our website at https://www.progress.com/legal. Modified terms that relate to modifications or additions to the Hosted Services will be effective at the time such modifications or additions to the Hosted Services are made in accordance with section 2.B.4.1 (Changes to the Hosted Services). Modified terms that are required by law will be effective immediately. All other modified terms will be effective at the commencement of your renewal subscription period occurring immediately following the posting of the revised version of this EULA. If we post any revisions to this EULA after the date on which you are required to notify us that you do not want to renew your subscription (pursuant to section 1.3.4 (Subscription License Type)) and you do not agree with the terms and conditions of the revised EULA, you may notify us that you do not want to renew your subscription at any time prior to the commencement of your renewal subscription period. It is your responsibility to check our website regularly for revisions to this EULA.

2.B.5. **Data Backup and Limitations on Availability of Hosted Services.**

2.B.5.1. **Data Backup**. We will follow our standard archival procedures for storage of Content. In the event of any loss or corruption of Content, we will use commercially reasonable efforts to restore the lost or corrupted Content from the latest backup of such Content maintained by us or our third-party service provider in accordance with its archival procedures. We will not be responsible for any loss, corruption, destruction, alteration, or unauthorized disclosure of or access to Content directly or indirectly arising from acts or omissions of you, your Authorized Users or a third party. OUR EFFORTS TO RESTORE LOST OR CORRUPTED CONTENT PURSUANT TO THIS SECTION 2.B.5.1 WILL CONSTITUTE OUR SOLE LIABILITY AND YOUR SOLE AND EXCLUSIVE REMEDY IN THE EVENT OF ANY LOSS, CORRUPTION, DESTRUCTION, ALTERATION OR UNAUTHORIZED DISCLOSURE OF OR ACCESS TO CONTENT.

2.B.5.2. **Limitations on Availability of Hosted Services**. The Hosted Services may be inaccessible for reasons including maintenance updates, power outages, internet delays, system failures, extended downtime and other interruptions. During such periods, you and your Authorized Users may be unable to access or use all or a portion of the Hosted Services and some or all of the Content may be lost or corrupted (in which case, our sole obligation to you will be to exercise commercially reasonable efforts to restore the Content in accordance with section 2.B.5.1 (Data Backup)). Additionally, we may immediately suspend the Hosted Services if there is a reasonable threat to the technical security or technical integrity of the Hosted Services.

2.B.5.3. **SLA for Hosted Services**. We may offer Service Level Agreements (SLAs) for certain Hosted Services. If a Hosted Service has an SLA associated with it, the terms will be specified in section 3 (Product Family Terms) or section 4 (Product Specific Terms).

2.B.6. **Use of Third Party Vendors; Transmission of Data**. Progress may use third party vendors to provide the infrastructure, hardware, software, networking, storage, and related technology required to operate and provide the Hosted Services ("**Cloud Infrastructure Environment**") and such third party vendors may be granted access to your Content while performing services for us in accordance with the terms set out in section 2.B.3.1 (Your Responsibility for the Content and License Grant to Us). You agree to abide by such third party vendors' acceptable use policies which are provided or otherwise noticed to you and you shall have no rights against any such third party vendors in connection with the Hosted Services.

2.B.7. **Location of Cloud Infrastructure Environment and Personnel**. Except as otherwise specified in section 3 (Product Family Specific Terms) or section 4 (Product Specific Terms), the Cloud Infrastructure Environment, or any portion thereof, and any of our personnel or the personnel of our Affiliates or service providers with access to the Content under the license granted in section 2.B.3.1 (Your Responsibility for the Content and License Grant to Us), may be located in the United States or any other country in which we or our Affiliates or service providers maintain facilities.

2.B.8. **Information Use and Disclosure by Us**. With respect to the Hosted Services, we may access or disclose information about you, your Authorized Users, Account(s) and/or the content of your or your Authorized Users' communications in order to (i) provide, operate, and improve the Hosted Services; (ii) comply with Applicable Laws or respond to lawful requests or legal process; or (iii) protect our rights or property and/or that of our customers, including the enforcement of our agreements or policies governing the use of the Hosted Services. Personal data collected or otherwise processed by us in the performance of services related to the Hosted Services may be transferred to, and stored and processed in, the United States or any other country in which we or our Affiliates or service providers maintain facilities. For more information on our privacy practices read the privacy statement at https://www.progress.com/legal/privacy-policy.

2.B.9. **Promotional and Trial Offers**. We may offer trial or promotional subscriptions ("Promotional Subscriptions") for Hosted Services other than the Hosted Services you have ordered from us or our Authorized Reseller. Unless otherwise specified, a Promotional Subscription will remain active only for as long as you maintain an active, paid subscription to the Hosted Services you have ordered from us or our Authorized Reseller and which formed the basis for your eligibility for the Promotional Subscription. We reserve the right at any time to modify or discontinue, temporarily or permanently, any Promotional Subscription and your access to the Hosted Services licensed under such Promotional Subscription with or without notice.

2.B.10. **Links to Third-Party Sites**. The Hosted Services may include links to third-party sites. We do not control such sites and are not responsible for the content of any linked site, any links contained in the linked site, or any changes or updates to such sites. We are not responsible for any form of transmission received from any linked site. You acknowledge and agree that we are not liable for any loss or damage which you may incur as a result of the availability of third-party vendor resources or external sites.

2.B.11. **Terms for Downloadable Software**. If the Hosted Services includes any Downloadable Software then the license granted to you to the Hosted Services pursuant to this EULA includes the right to download, install and use the Downloadable Software only for the purpose of connecting to and using the Hosted Services. Your right to use the Downloadable Software applies only while you have an active subscription for the Hosted Services and will automatically terminate immediately following the termination of your subscription. You will destroy all copies of the Downloadable Software in your possession and will cause your Authorized Users to do the same. Upon our request, you will provide us with a written instrument signed by your authorized representative certifying your compliance with the destruction requirements set forth in this section 2.B.11.

2.B.12. **Termination**. In addition to any other termination rights we may have under this EULA, unless otherwise prohibited by law, and without prejudice to our other rights or remedies, we may terminate this EULA and the licenses to the Hosted Services granted to you hereunder immediately if: (i) we believe providing the Hosted Services could create a substantial economic or technical burden or material security risk for us or any of our Affiliates, or (ii) termination is required in order to comply with the law or requests of governmental entities.

3. PRODUCT FAMILY SPECIFIC TERMS

This section specifies terms and conditions that are applicable to the following On-Premise Products, as made generally available by us to our customers (each of which may include physical hardware and/or computer software): Kemp 360 Central®, ECS Connection Manager, Virtual ECS Connection Manager, LoadMaster®, LoadMaster® MT, LoadMaster® GEO, LoadMaster® for Bare Metal, Virtual LoadMaster®. The specific Products and, if applicable Product features, to which you are granted a license hereunder shall be only those identified in the Order.
The Default License Type for the above-referenced On-Premise Products is: Perpetual.
Any defined term used in this section 3 (Product Family Specific Terms) but not defined herein will have the meaning ascribed to it in section 1 (General Terms and Conditions) or section 2 (Terms for On-Premise Products).

3.1. License.

3.1.1. **General License Terms**.

3.1.1.1. **General License Grant**. Subject to the terms and conditions contained in this EULA and the Order (subject to section 1.2.8.) Licensor grants you a non-exclusive, non-transferable license to use, and permit your Authorized Users to use, the Product in object code form, in accordance with the license key provided by Licensor in the territory in which you acquired the Product for your own personal or internal commercial use, but retains all property rights in the Product and all copies thereof. All other rights are expressly reserved by Licensor. You may: (i) use the Product on any supported system configuration, provided each instance of the Product is licensed for use; and (ii) notwithstanding the restrictions on Assignment set forth in Section 1 of this EULA, if you are the original Licensee you may permanently transfer and assign the Product, its Documentation, and this EULA and all of your rights hereunder, in whole, to another individual or entity (the "Assignee") provided you provide us with prompt notice of such transfer and assignment and you retain no copies of the Product or Documentation or any rights under this EULA and the Assignee agrees in writing to the terms of this EULA and to assume all of your obligations hereunder as of the effective date of the transfer and assignment.

3.1.1.2. **License Restrictions**. In addition to the restrictions set forth in section 1.2.4., you acknowledge and agree that the foregoing license extends only to your use of the features and functionality of the Product as described in the Documentation accompanying the version of the Product downloaded or obtained by you (the "Documentation"), and you agree not to reconfigure or modify the Product in order to enable features or functionality different than those described in such Documentation or available in other Products without notifying us, obtaining our written consent in the form of an Order, and paying the applicable Product upgrade fee as set forth in such Order.

3.2. Warranty/Indemnification.

3.2.1. In addition to the disclaimers set forth in section 1.9. you acknowledge and accept that Licensor does not guarantee that use of the Product will be uninterrupted and error free. You acknowledge that performance of the Product may be affected by any number of factors, including without limitation, technical failure of the Product, the acts or omissions of third parties and other causes reasonably beyond the control of Licensor. Certain features of the Product may not be forward-compatible with future versions of the Product and use of such features with future versions of the Product may require purchase of the applicable future version of the Product.

3.2.2. THE WARRANTIES SET FORTH IN SECTION 1.9 OF THE EULA SHALL NOT APPLY TO ANY PHYSICAL HARDWARE PRODUCTS OR ANY SOFTWARE PRODUCTS PROVIDED TO YOU BY LICENSOR ON PHYSICAL HARDWARE (OR ANY UPDATES THERETO). IF YOU HAVE OBTAINED PHYSICAL HARDWARE FROM LICENSOR, OUR RESPONSIBILITY FOR PRODUCT (WHETHER PHYSICAL HARDWARE PRODUCTS OR ANY SOFTWARE PRODUCTS INSTALLED THEREON) DEFECTS IN MATERIALS OR WORKMANSHIP IS LIMITED TO THE DELIVERY OF SUPPORT SERVICES WHICH YOU MUST PURCHASE SEPARATELY AND WHICH ARE SUBJECT TO THE SUPPORT TERMS OF SERVICE DESCRIBED IN SECTION 4 (BELOW). ALL SUCH PRODUCTS ARE PROVIDED "AS IS", WITH ALL FAULTS, AND PROGRESS DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, NONINFRINGEMENT, AVAILABILITY, ERROR-FREE OR UNINTERRUPTED OPERATION, AND ANY WARRANTIES ARISING FROM COURSE OF DEALING, COURSE OF PERFORMANCE, OR USAGE OF TRADE. TO THE EXTENT THAT PROGRESS MAY NOT AS A MATTER OF APPLICABLE LAW DISCLAIM ANY IMPLIED WARRANTY, THE SCOPE AND DURATION OF SUCH WARRANTY WILL BE THE MINIMUM PERMITTED UNDER APPLICABLE LAW.

3.2.3. LICENSOR'S INDEMNIFICATION OBLIGATIONS SET FORTH IN SECTION 1.10.1. OF THIS EULA SHALL NOT APPLY TO ANY PHYSICAL HARDWARE PRODUCTS.

3.3. **U.S. Government Customers.** Notwithstanding Section 1.5.2, the Product under this EULA is commercial computer product as that term is described in 48 C.F.R. 252.227-7014(a)(1). If acquired by or on behalf of a civilian agency, the U.S. Government acquires this commercial computer product and/or commercial computer product documentation subject to the terms of this EULA as specified in 48 C.F.R. 12.212 (Computer Product) and 12.211 (Technical Data) of the Federal Acquisition Regulations ("FAR") and its successors. If acquired by or on behalf of any agency within the Department of Defense ("DOD"), the U.S. Government acquires this commercial computer product and/or commercial computer product documentation subject to the terms of this EULA as specified in 48 C.F.R. 227.7202-3 of the DOD FAR Supplement ("DFAR") and its successors.

4. PRODUCT SPECIFIC TERMS

This section specifies specific terms and conditions that are applicable to: Support Subscriptions for the Products; the Free LoadMaster Product; and the LoadMaster® 360 Hosted Services. Any defined term used in this section 4 (Product-Specific Terms) but not defined herein will have the meaning ascribed to it in section 1 (General Terms and Conditions), section 2 (Terms for On-Premise Products) or section 3 (Product Family Specific Terms).

4.1. Support Subscription Grant. Subject to the terms and conditions of this EULA and the Support Terms of Service available at: https://support.kemptechnologies.com/hc/en-us/articles/201760303-Terms-of-Service which are incorporated by reference herein, Licensor hereby grants you a non-exclusive, non-transferable, non-assignable, limited right to use Licensor's support subscription services during the applicable subscription term (as set forth in the Order) for personal or internal commercial use but retains all property rights of the services delivered. All other rights are expressly reserved by Licensor. Support levels and features are dependent upon the support subscription offering identified in the Order. Descriptions of Licensor's support subscription options are available at https://kemptechnologies.com/subscription/loadmaster-licensing/. To ensure the highest level of customer support satisfaction, Licensor advises you to provide the contact information of up to five (5) qualified and authorized representatives who have access to the Products and to make at least one (1) of those representatives available when resolving a service-related incident. when resolving a service-related incident.

4.2. Free LoadMaster. With respect to the Free LoadMaster Product, the following terms and conditions apply, but sections 1.9 (Warranties), 1.10.1 (Our Indemnification Obligation), and 3.2.1.1 (General License Grant) of this EULA do not.

4.2.1. **License Grant.** Notwithstanding section 3.2.1.1 (General License Grant), Licensor grants you a non-exclusive, non-transferable license to use, and permit your Authorized Users to use, the Product in object code form, in accordance with the license key provided by Licensor in the territory in which you acquired the Product for your own personal internal use, but retains all property rights in the Product and all copies thereof. Your license will be effective during the time specified by us, or until terminated by us in our sole discretion. The Free LoadMaster Product may be deployed in a production environment exclusively under the condition that no direct revenue is derived from its use. The Free LoadMaster Product will only continue to operate when able to "call home" via the Kemp Analytics feature to an internet-located Licensor server to provide non-personally identifiable data about the appliance configuration including usage statistics, enabled features and general configuration.

4.2.2. **Limitation of Liability and Disclaimer of Certain Types of Damages**. In addition to, and not in limitation of, the limitations of liability and disclaimers of damages set forth in Section 1.13. to the maximum extent permitted by Applicable Laws, in no event, shall Licensor be liable for any damages, whether direct, indirect, special, incidental, consequential, or otherwise, related to the non-performance of the Free LoadMaster Product in the event that "call home" communication is disrupted. For more information on Kemp Analytics visit https://kemptechnologies.com/about-us/policies/kemp-analytics/.

4.3. LoadMaster® 360 Hosted Services. LoadMaster® 360 consists of "Hosted Services" as defined in Section 1.1 and is subject to the terms and conditions of this EULA which are applicable to Hosted Services as well as the following additional terms and conditions:

4.3.1. **License Grant.** Notwithstanding section 3.2.1.1 (General License Grant), subject to the terms and conditions contained in this EULA, we hereby grant you a non-exclusive, worldwide, royalty-free, non-transferable license, without the right to sublicense and solely for your internal business purposes, to permit your Licensed Users to access the LoadMaster® 360 Hosted Services solely for the

purpose of monitoring one or more validly licensed instances of Kemp 360 Central®, ECS Connection Manager, Virtual ECS Connection Manager, LoadMaster®, LoadMaster® MT, LoadMaster® GEO, LoadMaster® for Bare Metal, Virtual LoadMaster®.

4.3.2. **Upgrade Authorization.**As part of the LoadMaster® 360 Hosted Services it will be necessary to upgrade the Product(s) that you use in connection with the LoadMaster® 360 Hosted Services on a periodic basis. Allowing Licensor to make these upgrades is controlled by you as an option on the user interface. If you elect to be in control of the upgrades you will need to allocate time for your designated Authorized Users to make these upgrades when requested by Licensor.

4.3.3. **Use of Data.** As part of the LoadMaster® 360 Hosted Services, the Product(s) that you use in connection with the LoadMaster® 360 Hosted Services will gather statistical information and log entries from the devices, servers configured within the Product interface(s). The Product(s) will transmit information to and from your Product(s) to access and enable your use of the LoadMaster® 360 Hosted Services.

4.3.4. **Termination.** Termination. We may terminate your subscription to the LoadMaster® 360 Hosted Services in accordance with the terms specified in sections 1.15.1 (Termination for Breach) and 2.B.12 (Termination). In the event of termination of your subscription for the Hosted Services, you will be required to satisfy the requirements specified in section 1.15.2 (Effect of Termination) and section 2.B.11 (Terms for Downloadable Software). With respect to the LoadMaster® 360 Hosted Services only, we will hold your Content for a period of ninety (90) days following termination, during which you will be provided a reasonable opportunity to collect your Content. After the end of the ninety (90) day period, your Content will be deleted. You are solely responsible for backing up your Content. Except in the case of termination by us for your breach in accordance with section 1.15.1 (Termination for Breach), you may, if the Hosted Services continue to be made generally available by us to our customers, create a new Account and obtain a new subscription following the expiration or termination of your subscription. If you obtained a free subscription, we also reserve the right at any time to modify or discontinue, temporarily or permanently, such free subscription and your access to the Hosted Services thereunder with or without notice. Unless modified or discontinued by us in our sole discretion, your free subscription will automatically terminate if you cancel or upgrade to a paid subscription for the Hosted Services.

4.3.5. **Providing Content and Log Data.** Your use of the LoadMaster® 360 Hosted Services is not intended to be used to process any personal data or sensitive information and you are solely responsible for ensuring that any data uploaded to the Hosted Services does not include such personal data or sensitive information. Any information we provide on best practices and other recommendations to limit the exposure of your Content or other data is for reference only and will not supplement or modify the terms of or our obligations under this Agreement

Rev. TMPLT20MAY2024Kemp17JUNE2024

Attachment N – SSL Certificates Required for OnCall

HxGN OnCall Dispatch and OnCall Records require the use of SSL certificates to ensure secure communication over HTTPS. It is the Customer's responsibility to obtain and maintain these certificates. To prevent disruptions to dispatch services due to expired certificates, the Customer must actively monitor the servers hosting the certificates and carefully track certificate expiration dates to ensure timely renewal and updates.

Certificates can be obtained through one of the following three (3) options.

Option 1: Purchase a Publicly Signed Certificate

The Customer can acquire a publicly signed certificate from a recognized Certificate Authority (CA). This option requires annual renewal and updates across all servers. The primary advantage of this approach is that the root certificates from these providers are already trusted by the Windows operating system, which simplifies the installation process.

Option 1 Key Facts

- This is the preferred method for obtaining SSL certificates.
- A wildcard certificate is advisable for customers who want to minimize maintenance by covering multiple servers.
- Publicly Signed Trusted certificates can be used with the mobile product.
- Publicly signed certificates are essential for customers who plan to use the OnCall Mobile Responder. This allows the Customer to make the mobile responder publicly accessible while ensuring that communications are either encrypted or available internally, depending on Customer preferences.

Option 2: Create an Internal Certificate Authority (CA) Server

The Customer has the option to establish its own Internal Certificate Authority (CA) to manage the issuance and lifecycle of certificates. This approach may provide cost savings and greater control over issuance policies. However, it involves a more complex setup and requires personnel with the necessary expertise to manage the CA effectively.

Option 2 Key Facts

- Self-signed certificates are not recommended due to trust issues.
- **Self-signed certificates will not work with the OnCall Mobile Responder mobile app.**
- Pushing a certificate to mobile devices is impractical unless the devices are city-owned or BYOD (Bring Your Own Device) that are enrolled in a mobile device management (MDM) application, such as Microsoft Intune.

Option 3: Generate a Self-Signed Certificate

The Customer can create a self-signed certificate, which can be valid for extended periods (such as 10, 20, or even 30 years). While this option offers long-term validity, it lacks third-party trust. Consequently, the self-signed certificate must be installed in the "Trusted Root Certification" folder on every device accessing the site to prevent SSL-related issues. This is the least desirable of the three (3) options, and it will not work with the OnCall Mobile Responder mobile app. It is an option for customers who do not intend to use OnCall Mobile Responder or to expose the application externally.

Option 3 Key Facts

- Self-signed certificates are not recommended due to trust issues.
- **Self-signed certificates will not work with the OnCall Mobile Responder mobile app.**
- Pushing a certificate to mobile devices is impractical unless the devices are city-owned or BYOD (Bring Your Own Device) that are enrolled in a mobile device management (MDM) application, such as Microsoft Intune.

Attachment O – RESERVED

Attachment P – White Box Property & Evidence Data Conversion

[following this page]

RIVERSIDE COUNTY
STATEMENT OF WORK-DATA CONVERSION

WHITE BOX TECHNOLOGIES, INC

PROJECT NAME: RIVERSIDE P/E -DATA CONVERSION **DATE: 10/13/2025**

This Statement of Work sets forth the roles and responsibilities, assumptions, scope, constraints (with an estimated schedule TBD) that will govern the project detailed below. The content of this document is intended to provide framework for the project processes to ensure mutual understanding, clear expectations, and successful results.

PROJECT SUMMARY: Conversion and consolidation of the source legacy database(s) (TabFusion) utilized by Riverside County, for use in the available Hexagon Target Modules; according to the availability and completeness of the source data and target modules, all of the fields and tables within the various functional areas will be populated to the fullest extent possible within the parameters outlined below.

Roles and responsibilities:

Hexagon

- Implementation Manager and System Engineer
  - Assist with adherence to schedule, and issue resolution
  - Inform White Box of issues impacting conversion
  - Load converted data into target database for customer testing and delivery
  - Report conversion issues to White Box in a timely manner following a delivery, including necessary details to research and resolve

Riverside

- Legacy System Subject Matter Expert and IT Support
  - Work with White Box to retrieve data and layout information from legacy system in a usable format
  - Inform White Box of issues impacting conversion. Promptly answer technical and/or business operation questions.
  - Review, provide feedback sign off and approve Table Mapping, Field and Code Documents
  - With WB assistance (if needed) thoroughly review mock conversions per schedule. Mandatory scheduled review sessions are required with White Box between the first and second Mocks.
  - Report conversion issues to White Box in a timely manner following a delivery, including necessary details to research and resolve
  - Validate source codes to target codes
    - White Box will provide an online code mapper utility for Riverside to use to provide, generate and validate code maps for use in the conversion. All code mapping must be completed prior to the delivery of the 1st Mock Iteration

White Box

- Project Manager
  - Manage project scope, schedule, and performance, coordinate conversion activities with Hexagon
- Data Analyst
  - Work with Hexagon and Riverside to develop the conversion rules and resolve issues identified during mock(s) and final conversion
  - Lead and schedule dedicated screen share meetings to assist Riverside with code mapping and reviewing of mock data
- Engineer
  - Retrieve and prepare source data and setup other applicable systems
  - Build, test, run conversion and deliver converted data to Hexagon
  - Load converted data into target database for Riverside testing and delivery

Assumptions and Constraints:

- This project includes three mock conversions delivered for Agency review and a final conversion for one go live, consisting of the source data provided to White Box Technologies. Any mock iterations delivered only to

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Hexagon for review will be subject to a change request for both time and cost. Riverside /Hexagon will provide no more than two source data dumps/backups consisting of: the initial data backup used for building and reviewing the converted data, and a backup used for the go live. Any additional backups requested by Riverside /Hexagon to be restored will result in a change request. Data must be in either a CSV, flat files with table header layouts or in a portable (e.g. SQL) format and must match the same format for each data pull received by White Box. All mock deliveries will be full data sets used for Riverside reviews.

- Riverside will provide the code tables populated with Riverside data in a timely manner to support the data mapping and conversion, White Box will not be creating or building codes or any code tables, and it is the responsibility of the Agency to validate their codes. All code mapping must be completed prior to the first mock iteration. If new codes need to be added to the target system, these will be identified during the code mapping validation process. Riverside /Hexagon will deliver a new backup with the codes before the first mock iteration can be delivered.
- Images and/or file attachments are included with this conversion.
- All tables and fields from both source instances are used in the exact same way by both agencies. Anything contrary to that assumption will be a change request.
- A project schedule will be developed and mutually agreed to during the initiation of this project. Any delay in the delivery of milestones or related sub-steps to the schedule, which is the responsibility of Riverside, can result in a day-for-day delay in subsequent milestones that White Box is responsible for. The period of performance begins from contract signing or a later date specified in the schedule to 60 days after the agreed upon scheduled go live. Should the project extend beyond the period of performance and for no fault of White Box, a change request may be issued for reallocation of resources.
- White Box will not be responsible for de-duplication of legacy data with in-service data.
- All services and solutions provided by White Box Technologies under this SOW shall comply with the CJIS Security Policy. White Box shall implement access controls, encryption, and secure storage practices consistent with CJIS requirements. It is assumed all conversion activities will be performed within the White Box environment. Anything contrary will be a change request.
- Any addresses that are part of the data conversion cannot be geo verified for Hexagon/Riverside use.
- Configuration and maintenance tables will not be populated in the target system by White Box. White Box will not be responsible for deleting any existing data in the configuration database. Any software upgrades/changes made during the implementation to the database schema that will cause a rewrite of the conversion code/logic that has already been implemented by White Box, will be a change request. Any new fields requested to be added after the last mock iteration that have not been reported previously will be a change request

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Estimated Key project milestones:

Estimated Date	Milestone	Responsibility
TBD	Deliver Source data and code tables to White Box.	Riverside
TBD	Deliver a single Table Mapping and Field Mapping Document	White Box
TBD	Sign off on Table/Field Mapping Document	Riverside
TBD	Deliver Code Mapping Utility	White Box
TBD	Validate Source Codes to Target Codes	Riverside
TBD	Deliver first mock converted data	White Box
TBD	Review mock conversion	Riverside
TBD	Deliver second mock converted data	White Box
TBD	Review mock Conversion	Riverside
TBD	Deliver third mock converted data	White Box
TBD	Review mock Conversion	Riverside
TBD	Deliver source data for go live	Riverside
TBD	Deliver final converted data	White Box
TBD	Cut off for reporting post conversion issues	Riverside

Source System:

- Source system(s)-TabFusion (two instances, Main and Palm Desert-Two Databases)

- Number of Source Data Tables needing Analysis and Conversion: Up to 7 source data tables from each of the two instances of the TabFusion source system databases. The conversion logic will be written once from one source database, assuming all tables and fields are used the exact same way, then duplicated for the other source databases, any deviation whatsoever from that assumption will be a change request.

- Source data delivered to White Box Technologies: As of the date of this SOW not received, for scoping estimates information was used from the agencies and all assumptions will need to be verified once receiving copy of the Source data. Only those data tables that contain over 1000 records per table are converted and have a defined target module to reside. If any additional source data needs to be converted or is beyond the specified source data table count listed above, or less than the 1000 records per data table, additional charges will apply, and a change order will be issued. (Lookup tables, code tables, and tables that primarily exist for database normalization purposes do not count against this limit.). Once all data is received a definitive list of tables to be converted will be provided based on the included target modules listed below.

Target System:

- Target Modules in scope: Hexagon Property and Evidence module.

- Modules out of scope: Any not listed above including CAD, JMS or any additional RMS target modules. Any additional source tables needed beyond the source tables listed above and any other target module being populated with converted data other than these listed as in scope, are not part of the included overall source data table count and will be a change request to be converted, regardless if within the threshold of converted source table count included above.

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In Scope Service:

The following table outlines the services that are considered within the scope of this SOW.

Baseline Services	
Service	**Definition**
Data Conversion	Changing digital data from one format to another so it can be used in another software application. The scope of this SOW includes three mock conversions to the agency for review and a final conversion.
Data Standardization	Converting accepted (not misspellings) data values that represent the same information into a single Riverside, recognized, and accepted structure as required by the target system.
Data Defaulting	Based on predefined business rules, assigning a specific value to a field in the target database that is different than the corresponding value in the source database.
Documentation	All issues reported, fixes applied to issues, known issues that cannot be fixed, conversion rules, delivery dates, mapping and logic as well as source tables being converted, and target modules populated is tracked and documented on White Box's on-line project management tool.
Image Conversion	Converting digital images that were used in one application, for use in another software application. May also require changing the format of the images so that they function in the new application

Out of Scope:

The following table outlines the services that are considered outside the scope of this SOW. A Change Order is necessary in order to include any of these optional services within the scope of this SOW. Note that additional services may result in added cost and/or schedule delay.

Optional Services	
Service	**Definition**
Additional Mock Conversions/Go Lives	Re-run of the conversion process above and beyond those agreed to be within scope.
Address Validation	Validates and standardizes address against USPS database
Custom Reports	Reports to indicate data that meets a certain criterion provided by Hexagon / Riverside
Additional 3rd party Validation	Review and correction of legacy data through use of third party commercially available reference applications to provide assurance that data is adequate for its intended use
Data Cleansing	Amending, correcting, removing, or defaulting inaccurate, incomplete, duplicated, or improperly formatted source data beyond that which is required to load the data properly in the target application
Data Augmentation	Adding new or derived data necessary or desired in the target system but not available in the source. (Also called data enrichment). This includes changing the intent of the source data
Standard Name Merge	Standard Name Merge consisting of merging the data based on the following criteria: DOB; with One of the following unique identifiers, SSN, DL Number/DL State, FBI #, or State ID #.
Convert to multiple databases	Option to convert data to more than one target database.
Financial Conversion	Any data that has financial components (fees, obligations, payments. interest etc). that needs to be calculated, converted and populated into the target application.
Preliminary Run of Converted Data	Option to analyze and run the Names section only before full conversion run to validate cleanliness and number of potential duplicates.

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Attachment Q – White Box Tiburon RMS Data Conversion SOW

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RIVERSIDE COUNTY
STATEMENT OF WORK-DATA CONVERSION

WHITE BOX TECHNOLOGIES, INC

PROJECT NAME: RIVERSIDE COUNTY **DATE: 10/13/2025**

This Statement of Work sets forth the roles and responsibilities, assumptions, scope, constraints (with an estimated schedule TBD) that will govern the project detailed below. The content of this document is intended to provide framework for the project processes to ensure mutual understanding, clear expectations and successful results.

PROJECT SUMMARY: Full conversion of source legacy data for use in the available Hexagon Target Modules; according to the availability and completeness of the source data and target modules, all of the fields and tables within the various functional areas will be populated to the fullest extent possible within the parameters outlined below.

Roles and responsibilities:

Hexagon

- Implementation Manager and System Engineer
  - Assist with adherence to schedule, and issue resolution
  - Inform White Box of issues impacting conversion
  - Review, provide feedback and approve Table Mapping, Field and Code Documents
  - Report conversion issues to White Box in a timely manner following a delivery, including necessary details to research and resolve

Riverside

- Legacy System Subject Matter Expert and IT Support
  - Work with White Box to retrieve data and layout information from legacy system in a usable format
  - Inform White Box of issues impacting conversion. Promptly answer technical and/or business operation questions.
  - Review, provide feedback and approve Table Mapping, Field and Code Documents
  - With WB assistance (if needed) thoroughly review mock conversions per schedule. Mandatory scheduled review sessions are required with White Box between the first and second Mocks.
  - Report conversion issues to White Box in a timely manner following a delivery, including necessary details to research and resolve
  - Validate source codes to target codes
    - White Box will provide an online code mapper utility for Riverside's use to provide, generate and validate code maps for use in the conversion. All code mapping must be completed prior to the delivery of the 1st Mock Iteration.

White Box

- Project Manager
  - Manage conversion project scope, develop timelines, schedule, and performance, coordinate conversion activities with Hexagon
- Data Analyst
  - Work with Hexagon and Riverside to develop the conversion rules, provide table and field mapping documents, and resolve issues identified during mock(s) and final conversion
  - Schedule and lead dedicated screen share meetings to assist Riverside with code mapping and reviewing of mock data
- Engineer
  - Retrieve and prepare source data and setup other applicable systems
  - Build, test, run conversion and deliver converted data to Hexagon
  - Load converted data into target database for Riverside testing and delivery

Assumptions and Constraints:

- This project includes three mock conversions delivered for Agency review and a final conversion for one go live, consisting of the source data provided to White Box Technologies. Riverside/Hexagon will provide no

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more than two source data dumps/backups consisting of: the initial data backup used for building and reviewing the converted data, and a backup used for the go live. Any additional backups requested by Riverside/Hexagon to be restored will result in a change request. Data must be in either a CSV, flat files with table header layouts or in a portable (e.g. SQL) format and must match the same format for each data pull received by White Box.

- Riverside will provide the code tables populated with Riverside data in a timely manner to support the data mapping and conversion, White Box will not be creating or building codes or any code tables and is the responsibility of the Agency to validate their codes. All code mapping must be completed prior to the first Mock. If new codes are needed to be added to the target system, these will be identified during the code mapping validation process. Riverside/Hexagon will deliver a new backup with the codes before the first iteration can be delivered.
- Images and/or file attachments are included with this conversion.
- A project schedule will be developed and mutually agreed to during the initiation of this project. Any delay in the delivery of milestones or related sub-steps to the schedule, which is the responsibility of Riverside, can result in a day-for-day delay in subsequent milestones that White Box is responsible for. The period of performance begins from contract signing or a later date specified in the schedule to 60 days after the final scheduled go live. Should the project extend beyond the period of performance and for no fault of White Box, a change request may be issued for reallocation of resources.
- White Box will not be responsible for de-duplication of legacy data with in-service data.
- All services and solutions provided by White Box Technologies under this SOW shall comply with the CJIS Security Policy. White Box shall implement access controls, encryption, and secure storage practices consistent with CJIS requirements. It is assumed all conversion activities will be performed within the White Box environment. Anything contrary will be a change request.
- Any addresses that are part of the data conversion cannot be geo verified for Hexagon/Riverside use.
- Configuration and maintenance tables will not be populated in the target system by White Box. White Box will not be responsible for deleting any existing data in the configuration database. Any upgrades made to the target database during implementation will be a change request. Any new fields or field customizations made after the Mock I cutoff review period will be subject to a change request.

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Estimated Key project milestones:

Estimated Date	Milestone	Responsibility
TBD	Deliver Source data and code tables to White Box.	Riverside
TBD	Deliver Table Mapping Document	White Box
TBD	Review of Table Mapping Document	Riverside
TBD	Deliver Code Mapping Utility	White Box
TBD	Validate Source Codes to Target Codes	Riverside
TBD	Deliver first mock converted data	White Box
TBD	Review mock conversion	Riverside
TBD	Deliver second mock converted data	White Box
TBD	Review mock Conversion	Riverside
TBD	Deliver third mock converted data	White Box
TBD	Review mock Conversion	Riverside
TBD	Deliver source data for go live	Riverside
TBD	Deliver final converted data	White Box
TBD	Cut off for reporting post conversion issues	Riverside

Source System:

- Source System: Tiburon-single database
- Number of Source Data Tables needing Analysis and Conversion: Up to 96 source data tables from the source system database.
- Source data delivered to White Box Technologies: As of the date of this SOW, not received, for scoping estimates other similar type projects was used and all assumptions will need to be verified once receiving copy of the Tiburon Source data. Only those data tables that contain over 1000 records per table are converted and have a defined target module to reside. If any additional source data needs to be converted or is beyond the specified source data table count listed above, or less than the 1000 records per data table, additional charges will apply, and a change order will be issued. (Lookup tables, code tables, and tables that primarily exist for database normalization purposes do not count against this limit.)

Target System:

- Target Modules in scope: Hexagon RMS -single database that includes the following: Masters, Cases\Incidents, Calls for Service, Property/Evidence, Mugshots, Attachments, Arrests, Warrants, Citations, Field interviews, Civil, Crash, and Holding Facility.
- Modules out of scope: Any not listed above, including any CAD, JMS or any additional RMS Target modules. Any additional source tables needed beyond the source tables listed above and any other target module being populated with converted data other than these listed, are not part of the included overall source data table count and will be a change request to be converted, regardless if within the threshold of converted source table count included above.

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In Scope Service:

The following table outlines the services that are considered within the scope of this SOW.

Baseline Services	
Service	**Definition**
Data Conversion	Changing digital data from one format to another so it can be used in another software application. The scope of this SOW includes three mock conversions and a final conversion.
Data Standardization	Converting accepted (not misspellings) data values that represent the same information into a single Riverside, recognized, and accepted structure as required by the target system.
Data Defaulting	Based on predefined business rules, assigning a specific value to a field in the target database that is different than the corresponding value in the source database.
Documentation	All issues reported, fixes applied to issues, known issues that cannot be fixed, conversion rules, delivery dates, mapping and logic as well as source tables being converted, and target modules populated is tracked and documented on White Box's on-line project management tool.
Image Conversion	Converting digital images that were used in one application, for use in another software application. May also require changing the format of the images so that they function in the new application

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Out of Scope:

The following table outlines the services that are considered outside the scope of this SOW. A Change Order is necessary in order to include any of these optional services within the scope of this SOW. Note that additional services may result in added cost and/or schedule delay.

Optional Services	
Service	**Definition**
Additional Mock Conversions/Go Lives	Re-run of the conversion process above and beyond those agreed to be within scope.
Address Validation	Validates and standardizes address against USPS database
Custom Reports	Reports to indicate data that meets a certain criterion provided by Hexagon / Riverside
Additional 3rd party Validation	Review and correction of legacy data through use of third party commercially available reference applications to provide assurance that data is adequate for its intended use
Data Cleansing	Amending, correcting, removing, or defaulting inaccurate, incomplete, duplicated, or improperly formatted source data beyond that which is required to load the data properly in the target application
Data Augmentation	Adding new or derived data necessary or desired in the target system but not available in the source. (Also called data enrichment). This includes changing the intent of the source data
Name Merge	Standard Name Merge consisting of merging the data based on the following criteria: DOB; with One of the following unique identifiers, SSN, DL Number/DL State, FBI #, or State ID #. No name merge conducted without written acknowledgement from Agency.
Convert to multiple databases	Option to convert data to more than one target database.
Financial Conversion	Any data that has financial components (fees, obligations, payments. interest etc). that needs to be calculated, converted and populated into the target application.
Preliminary Run of Converted Data	Option to analyze and run the Names section only before full conversion run to validate cleanliness and number of potential duplicates.

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Attachment R – CAD Checklist

[following this page]

Attachment R - CAD Checklist

Task/Project Stage	Category	Action	Notes
System Build 1	Agencies Created	Verify agency names, ORIs, and hierarchy	
System Build 1	Agencies Created	Confirm mutual aid agencies included (if applicable)	
System Build 1	Number formats (Case, Event)	Case numbering sequence configured	
System Build 1	Number formats (Case, Event)	Event numbering sequence configured	
System Build 1	Dispatch Groups	Create groups (Law, Fire, EMS, Dispatch)	
System Build 1	Dispatch Groups	Assign agencies to correct groups	
System Build 1	Beats / Station Areas	Define station areas for Law/Fire/EMS	
System Build 1	Beats / Station Areas	Link to correct ESZs	
System Build 1	Stations	Station addresses entered (if utilizing)	
System Build 1	Deployment Plans	Ensure plan types defined (standard, surge, special event)	
System Build 1	Personnel / User Accounts	Staff accounts created	
System Build 1	Personnel / User Accounts	Security roles applied	
System Build 1	Unit Types	Define patrol cars, engines, ambulances, supervisor, etc.	
System Build 1	Unit Vehicles	Vehicle IDs, callsigns, AVL integration	
System Build 1	Event Types	Full event type list built and validated	
System Build 1	Event Types	Priorities assigned	
System Build 1	Disposition Codes	Confirm active vs. inactive codes	
System Build 1	Disposition Codes	Assign dispositions	
System Build 1	Out-of-Service Types	Examples: Court, Meal, Traiing, Maintenance	
System Build 1	Rotational Services	Tow, Animal Control, Hazmat, Locksmiths	
System Build 1	Facility Services Types	Jail, Hospital, Detox, Shelter, etc.	
System Build 1	Known Caller Types	Frequent callers, high-risk locations	

Attachment R - CAD Checklist

System Build 1	Special Situations & Special Situation Types	SWAT, Hazmat, Staging, Major Events
System Build 2	Bulk Load data provided	Confirm imports validation (units, personnel, places)
System Build 2	Deployment polygons loaded	ESZ boundaries, Station beats
System Build 2	Event creation & responding agency determination	Location validation (address ranges, geocoding)
System Build 2	Event creation & responding agency determination	Event type selection (drop-downs, quick keys)
System Build 2	Event creation & responding agency determination	Agency response determination rules
System Build 2	Contact Directory - Persons	Name searches, alias handling
System Build 2	Contact Directory - Places	Verify major landmarks, schools, facilities
System Build 2	Message Groups	
System Build 2	Message Teplates	
System Build 2	Lineups	
System Build 2	Informer ORIs	
System Build 2	Special Addresses	ESZ assignment
System Build 2	Special Addresses	Priority overrides
System Build 2	Special Addresses	Supplemental info & attachments
System Build 2	Common Place Names	OnCall maintained vs. GIS maintained
Deployment & Response Planning	ESZs (Emergency Services Zones)	
Deployment & Response Planning	Polygon/ShapeFile introduction	
Deployment & Response Planning	Deployment Plans (ESZs, Beats, Dispatch Groups)	

Deployment & Response Planning	Deployment Strategies	
Deployment & Response Planning	Response Plans & Requirements	Fire: Engine, Truck, Battalion Chief, Hazmat
Deployment & Response Planning	Response Plans & Requirements	EMS: Ambulance, Supervisor, Air Ambulance
Deployment & Response Planning	Response Plans & Requirements	Law: Beat car, Supervisor, Specialty (K9, SWAT)
Deployment & Response Planning	Response Plan Editor setup	
Deployment & Response Planning	Recommend Unit setup (data coponents, configuration)	
Configuration Consulting 1	Unit status colors	
Configuration Consulting 1	Event priority colors	
Configuration Consulting 1	Event type icons (map, event cards/boards)	
Configuration Consulting 1	Unit type icons	
Configuration Consulting 1	Status monitor views	Filters, Columns, Richt-click menus
Configuration Consulting 1	Call-taking workflows	Location validation, Event type selection, Jurisdiction determination
Configuration Consulting 1	Event creation workflows	Single agency response, Multi-agency response, Duplicate/nearby detection
Configuration Consulting 1	User interface layouts	CAD screen configuration per role (Call-taker, Dispatcher, Supervisor)
Configuration Consulting 2	Event triage & dispatching workflows	
Configuration Consulting 2	Unit recommendation & assignment	

Configuration Consulting 2	Unit on event handling
Configuration Consulting 2	Unit location changes
Configuration Consulting 2	Staging areas
Configuration Consulting 2	Case number setup
Configuration Consulting 2	Remote inquiries (state/national systems)
Configuration Consulting 2	Queued events
Configuration Consulting 2	Rotational services (tow, locksmith, etc.)
Configuration Consulting 2	Call back process
Configuration Consulting 2	Known callers
Configuration Consulting 2	Unit relocations (move ups)
Configuration Consulting 2	Shared crews (cross-staffing)
Configuration Consulting 2	Field events (officer-initiated)
Configuration Consulting 2	Associated events
Configuration Consulting 2	Copied events
Configuration Consulting 2	User Interface Layouts
Configuration Consulting 3	Bias-based profiling data collection

Configuration Consulting 3	Notifications setup	Audio tones, Pop-ups, Mobile notifications
Configuration Consulting 3	Standard Operating Procedures (SOPs)	
Configuration Consulting 3	Event tags	
Configuration Consulting 3	Special situations	
Configuration Consulting 3	Event security	Perissions, Sensitive cases
Configuration Consulting 3	Unit Management	Loggin on/off, Unit properties, Logon groups (lineups)
Configuration Consulting 3	CAD Searches	Event search, Unit history search, Equipment search
Configuration Consulting 3	Broadcasts (BOLOs)	
Mobile Configuration (Law)	Mobile Access & Securiy	User roles and perissions in mobile (Law profiles)
Mobile Configuration (Law)	Device Setup & Connectivity	Device provisioning (laptops, tablets, smartphones, MDCs) Wi-FI, cellular, and offline caching modes Confirm GPS location services update correctly in CAD
Mobile Configuration (Law)	Status Management	Configure unit status buttons (Available Enroute, On Scene, Transport, Clear, etc.) Custom status buttons for the discpline

Mobile Configuration (Law)	Mapping & Navigation	Confirm map services (base map, layers, routing) display propertly in mobile Turn-by-turn navigation
Mobile Configuration (Law)	Event & Dispatch Workflows	Event creation from mobile (Law officer-initiated calls) Dispatch acknowledgement and response updates Multi-unit responses and mutual aid requests
Mobile Configuration (Law)	Messaging & Notifications	Mobile-to-dispatch messaging (text and canned responses) Mobile-to-mobile messaging BOLO/alert broadcast delivery confirmation Push notification setup for urgent events

Attachment S – RMS Checklist

[following this page]

Attachment S - RMS Checklist

Modules	Process utilization identified	Special module Configuration	Roles and Rights	Field Configuration	Code Changes	Approvals	Alerts	Test Plans	SSRS Reports	Data conversion data Audit
Master Location										
Master Name										
Master Vehicle										
Master Property										
Arrest										
Bolo										
Calls For Service										
Case Management										
Crime Scene										
Field Interview										
Incident										
Incident Supplement										
Juvenile Contact										
Miscellaneous Service										
Missing Person										
Court Document										
Juvenile Court Document										
Booking										
Juvenile Booking										
Inmate Tracking										
Jail Incident (JMS Only)										
Scheduled Event (JMS Only)										
Work Release (JMS Only)										
Accident										
Accident Supplement										
Citation										
DUI										
Impound/Tow										
Asset Management										
Employee										
Employee Info										
Fleet Management										
Training										
Alarm										
Group Tracking										
Lineup										
Known Offender										
Permit/License/Registration										
Use of Force										
Vehicle Pursuit										

Attachment T – Proposal

Incorporated by Reference

HEXAGON

Riverside County Sheriff's Office, California

Statement of Work

for

Resident System Administrator Services

ORDER 2

PRESENTED BY:

Andrew Sayko
Regional Sales Manager
Hexagon Safety, Infrastructure & Geospatial
305 Intergraph Way
Madison, AL 35758 USA

November 4, 2025

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Report Writing 2

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HEXAGON

Purpose

This SOW, constituting Order 2, describes the scope for Resident System Administrator (RSA) services.

Except as otherwise defined below, capitalized terms shall have the same meaning as provided in the Master Agreement to which this SOW is attached as Order 2.

Commencing during Order 1 (Implementation of HxGN OnCall Dispatch and Records), Hexagon shall assign two (2) full-time, on-site RSAs to provide the services as described herein. One RSA will be tasked with supporting the CAD system and the other RSA will be tasked with supporting the RMS system. The term of this Order is for one (1) year. The Customer and Hexagon will coordinate with one another on the exact date the RSAs will begin performing services under this Order provided that Customer acknowledges: (i) Hexagon requires a minimum of four (4) months of lead time to provide the RSAs prior to the RSA Commencement Date, and (ii) the earlier the RSA Term (as defined below) begins within the Project (described in Order 1) impacts the length of time the RSAs are available following Cutover under this Order.

The one (1)-year term of this RSA Order ("RSA Term") will begin on the first day in which an RSA is working on site for Customer (the "RMS Commencement Date"). Unless the Customer contracts for additional RSA services beyond the RSA Term, this Order shall end on the first anniversary of the RSA Commencement Date.

RSA Description

During the performance of the Project described in Order 1, Hexagon shall assign two (2) full-time, on-site RSAs (one for CAD, one for RMS) to provide the RSA services as described herein.

RSA Description

Pre-Cutover

Prior to Cutover of the System described in Order 1, the RSAs will support the Customer in performing its obligations provided in Order 1 and other related Activities as designated by the Customer consistent with the overall capabilities and parameters of the RSAs described below.

Post-Cutover Tracking and Working System Issues

Following the Post-Cutover Support period, the RSAs will be the initial technical points of contact for logging and resolving System issues (for clarification the Hexagon Project Manager will remain the point of contact for Project related issues). The RSAs will log all the items that they are notified of or work on into the Hexagon CRM system (except for general questions and change requests) to ensure these are tracked and have visibility. The RSAs are intended to provide system administration support to Customer; they are not CAD or RMS implementers, GIS specialists or intended to provide GIS support.

During out-of-office hours and when the RSA is not on site, a designated Customer representative(s) will contact the Hexagon Customer Support Center (Help Desk) for Level One and Level Two Defects. Ordinarily, the RSA is not available for on-call services outside of their normal working hours; however, in extreme circumstances of global System issues, and when the RSA is available in the area, they may be called out by the Hexagon Help Desk to assist on-site. Occasionally work may need to be conducted on weekends (e.g., system maintenance); if work over the weekend is needed, the time must

be scheduled in advance. Any time worked over weekends would result in fewer hours worked later that week.

Report Writing

The RSAs may be requested by the Customer to create, or to assist the Customer's staff in creating, custom reports for the System. Any report writing done will take place on the Customer site as part of the standard 40-hour week. It should be noted that any extensive report writing could take time and attention away from the RSA's defined duties of administering and maintaining the system.

Site-Specific OnCall Dispatch/Mobile and OnCall Records Responsibilities and Scope

The RSAs will work with the Customer's system administration staff to manage and work with the Hexagon System as directed by the Customer. The RSAs provide the primary point of contact for all configuration and general support issues for all installed Hexagon Software. The RSAs' primary focus shall be the OnCall applications and interfaces. The RSAs will work up to forty (40) hours per week on the following, as directed by the Customer:

System Administration

- Provide setup, configuration, database backups, database performance and general Hexagon System administration duties;
- Perform Hexagon OnCall Dispatch/Mobile Unit and OnCall Records server setup and configuration;
- Perform routine, daily operational tasks applicable to Hexagon System operations, such as purging system log files, checking database size, and checking status of applicable OnCall interfaces and remote connections;
- Manage the OnCall Dispatch/Mobile Unit and OnCall Records system security and access to the Hexagon System per Customer instructions and security plan;
- Develop and maintain Hexagon System Support procedures as needed;
- Perform initial diagnostics for failures and Defects, identifying hardware or software problems;
- Perform routine, daily operational tasks applicable to Hexagon System operations, such as purging system log files, checking database size, archiving data, status of interfaces and remote connections;
- Perform the scheduling and administration of the OnCall Dispatch/Mobile Unit and OnCall Records server backups and recovery of data and configuration files per the Customer's guidelines;
- Change, customize and manage user configurable forms for the OnCall Dispatch/Mobile Unit and OnCall Records software (where possible);
- Monitor Hexagon System loading and provide guidance on efficient use of equipment and software;
- Monitor and adjust database system parameters and Hexagon system operations for peak performance;
- Assist Customer training staff in development of workflows, operating procedures to improve dispatcher efficiency, deploy new functionality, and assist Customer training staff in limited and technically focused overviews;

- Install and administer operating system software on OnCall servers as it relates to the use of the Hexagon OnCall system, or utilities and service packs as purchased from Hexagon to maintain the system;
- Administer user accounts and passwords as directed by the Customer's system administrator;
- Aid in installation of Hexagon application software upgrades (software supplied under separate Software Maintenance Agreements). Since interface software upgrades can be a major work effort on an active system, additional resources will be needed to handle the workload. Hexagon can provide quotes for these services as needed;
- Train the Customer's technical staff for backup Hexagon System Administration duties via hands-on, daily work apprenticeships;
- Document any system anomalies in Hexagon's CRM tool and for inclusion into periodic site reports as requested;
- Conduct Operating System patch and Service Pack testing and deployment for System servers as well as provide support of Customer IT team efforts to certify patches and updates;
- Support the Customer in OnCall application update testing;
- Lead activities for the deployment of updated Hexagon software;
- System reliability monitoring;
- Complex issue troubleshooting and resolution;
- Support for Disaster Recovery testing;
- Travel within Riverside County within their scope of duties;
- Provide support for the entire suite of Hexagon-provided products;
- Deployment of OnCall Mobile Unit to mobile data terminals;
- Deployment of Mobile Field Reporting to mobile data terminals;
- Deployment of OnCall Mobile Responder to smart devices;
- Deployment of OnCall Dispatch | Advantage to workstations; and
- Deployment of OnCall Records to workstations.

Liaison with Hexagon Huntsville

- Manage Hexagon System problems with immediate communications to Hexagon headquarters and access to internal developers, systems engineers and hardware professionals;
- Provide the interface to the Hexagon product development process to promote future software features to enhance site operations; and
- Provide the interface with Hexagon second-level engineers and software Implementation Engineers to expedite on-site support and answer complex system questions or configuration issues.

RSA services are limited to support for specific products that are furnished by Hexagon and that are functioning on the appropriate Hexagon supported operating system and hardware.

The RSAs may perform other duties related to the administration and maintenance of the Hexagon System as requested by the Customer, and agreed upon by Hexagon, within the limits of time and responsibilities provided in this SOW.

Excluded Services

Hexagon RSAs are not responsible for:

- Management or maintenance of the Customer's network, including Active Directory, although the RSA may assist qualified staff with any software or hardware problem as time permits;
- Furnishing operating supplies or accessories; painting or refinishing the hardware or furnishing materials for this purpose, electrical work external to the Hexagon-furnished machines; or maintenance of other devices or software not furnished by Hexagon;
- Software development;
- General data entry, although assistance with bulk-loading of data using Hexagon tools may be supplied;
- Map data editing, or the map maintenance process; and
- On-call services (except as denoted above).

Working Hours

RSA services will be provided to the Customer during the normal day shift hours of operation, Monday through Friday, excluding Hexagon-Observed Holidays and mutually agreed upon vacation periods, for a total of forty (40) hours per week. Occasionally work may need to be conducted on weekends (e.g., system maintenance); if work over the weekend is needed, the time must be scheduled in advance.

In the event an RSA is out more than a total of two (2) continuous weeks (14 consecutive calendar days) and not more than three (3) weeks per calendar year, Hexagon will provide a replacement for the period beyond the two (2) weeks, which may be remote. The work performed by the interim RSA shall count towards the RSA Term. During the initial 2-week period, the RSA(s) that are not taking time off will continue to provide support consistent with the scope herein as appropriate, however, the Customer's administration staff may be required to fill in, using telephone software support from Hexagon's Customer Care Center to support the system

In addition, the RSAs should be allowed an additional two (2) weeks off for training in Huntsville; the training period shall be taken during non-critical operational periods mutually agreed upon with the Customer Administrative staff and does not have to be a consecutive two (2) week period.

Normal sick leave should be anticipated. Should sickness, accidents or other unforeseen situations arise on-site staff shall back fill for the initial two (2) week period of disability. For any disability that exceeds a two (2) week period, Hexagon will provide a replacement for the period beyond the two (2) weeks, which may be remote. The Customer's training, administration and supervisory staff are generally expected to be the first level support for non-critical user questions and operational or workflow guidance. While the RSA is a systems person and not an up-front trainer for operational issues or workflows, they on occasion may be requested to assist Customer staff as needed with clarification for training materials.

The Customer shall contact the Customer Care Center during a period when the RSA is not available or during after-hours for critical support issues. A critical issue is defined as loss of major functionality in use on the system for which there is no known work-around.

Customer Responsibilities

During the term of performance of the RSAs under this Order, the Customer shall:

- Provide a clean, professional, business type atmosphere for the RSA to work with appropriate work accommodations and office equipment and furniture;
- Provide free access to telephone equipment and long distance when used strictly for purposes of calling for additional support or information in resolution of a Customer problem or condition;
- Provide high speed internet access from a local fixed machine on the LAN to be used to access Hexagon's VPN and Customer Care Center for support coordination purposes;
- Provide an administration type desktop workstation on the system being supported for administrative type duties, licensed with the appropriate software; and
- For any remote support required and approved by the Customer, provide the necessary privileges for Hexagon to access and conduct work on the appropriate systems.
- The Customer shall provide internet access to the RSAs such that the RSAs may VPN into Hexagon's systems for access to the CRM tool and other internal Hexagon sites such as Travel and Technical Documentation. Arrangements will be made to enable the Hexagon RSAs to have VPN access from their Hexagon laptop to Hexagon systems. This VPN will not be accessible from any of the Customer's servers or workstations.
- Administrator access to Hexagon servers and workstations will be required as part of the RSA's System and database administration and trouble-shooting responsibilities.
- The RSAs shall, for all purposes related to the Master Agreement, act as independent contractors and not as employees, agents, or representatives of the Customer. It is expressly understood and agreed that Hexagon, including its employees, agents, RSAs, and subcontractors, shall not be entitled to any of the rights or benefits afforded to the Customer's employees, including, without limitation, overtime, retirement benefits, workers' compensation, or any form of leave benefit.

Terms and Conditions

This SOW is governed by the agreement executed by the Parties which references this SOW as Order 2.

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Attachment A – Pricing Summary

On-Site Resident System Administrator	Total
Resident System Administrator (1 RSA for CAD & 1 RSA for RMS) - Year 1	$720,000
RSA Total for 12 Months	**$720,000**

Pricing Assumptions

- This offer is valid through December 23, 2025.
- If the Customer elects to extend the RSA Term by entering into another Order for RSA services, then it may do so with the understanding the annual fee for the RSAs shall escalate at the rate of 4% over the prior year pricing provided there is not an interruption between the end of Order 2 and any subsequent Order for the RSAs.
- Customer shall provide at minimum ninety (90) days' notice prior to the end of the then current RSA Term if it intends to enter into an Order for additional RSA periods.

Attachment B – Payment Schedule

The fee for RSA Services shall be due and payable as provided below. The RSA Commencement Date shall mark the beginning of the one (1) year term of this Order.

PAYMENT MILESTONE	PAYMENT
Upon the RSA Commencement Date (Year 1)	$720,000

HEXAGON

Riverside County Sheriff's Office, California

Statement of Work

for

System Hardware & Software with Installation Services

ORDER 3

PRESENTED BY:

Andrew Sayko
Regional Sales Manager
Hexagon Safety, Infrastructure & Geospatial
305 Intergraph Way
Madison, AL 35758 USA

November 4, 2025

HEXAGON

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2. Hardware Rack and Stack 2
3. Completion of Configuration Workbooks 3
4. Third-Party Software Ordering 4
5. HPE Hardware Configuration 5

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HEXAGON

Purpose

The SOW, constituting Order 3, describes the scope for the ordering and installation services for the system hardware ("Hardware") and third-party software (the "Software") specified in the Bill of Materials in Attachment A (the Hardware and Software are collectively referred to as, the "Equipment").

Except as otherwise defined in this SOW, capitalized terms shall have the same meaning as provided in the Master Agreement to which this SOW is attached as Order 3.

Project Tasks

1. Infrastructure Ordering

Task Description

Hexagon will order the Hardware. Hexagon will direct the Hardware provider to deliver the Hardware to:

Riverside County Sheriff's Office

Sheriff's Communications Technology and Support

7195 Alessandro Boulevard

Riverside, California 92506

The address above is referred to as the "Delivery Destination".

Task Deliverables

- Document evidencing ordering of the Hardware

Task Prerequisites

- The Master Agreement and this Order has been executed.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Order the Hardware and direct it be delivered to the Delivery Destination.

Customer Team Participation and Responsibilities

Customer shall:

- Cooperate with Hexagon requests for information;
- Receive the Hardware at the Delivery Destination; and
- Notify Hexagon when the Hardware has been delivered and inspect for any noticeable damage.

Task Acceptance Criteria

This Task is complete when Hexagon has ordered the Hardware.

2. Hardware Rack and Stack

Task Description

As the Hardware is delivered, Hexagon shall contact the Customer to coordinate the installation of the Hardware. The intent is to rack the Hardware at two (2) Customer sites during a one (1)-week visit.

- Site 1 (Primary Site) – Riverside County Sheriff's Office, Sheriff's Communications Technology and Support, 7195 Alessandro Boulevard, Riverside, California 92506
- Site 2 (Disaster Recovery Site) - 82695 Doctor Carreon Blvd., Indio, CA 92201

Task Deliverables

- Hardware is installed in the designated rack(s).

Task Prerequisites

- Hardware is received at the Delivery Destination.
- Customer shall allow resources to access the Delivery Destination to install the Hardware.

Task Assumptions

- This Task will be performed on site.
- Customer will work with Hexagon and vendor to provide the necessary access.
- The Customer will provide the necessary networking information and access to facilitate the installation of the Hardware.

Hexagon Team Responsibilities

Hexagon shall:

- Coordinate with Customer and vendors to have the Hardware installed.

Customer Team Participation and Responsibilities

Customer shall:

- Work with Hexagon and vendors to allow the installation of the required equipment (including providing necessary networking information and access).
- Coordinate transportation of the portion of Hardware set to be installed in a secondary site.
- At each site:
    - Provide Rack space for the server equipment;
    - Provide power in the rack;
    - Provide network connections for the provided equipment on the appropriate VLANs;
    - Provide adequate cooling for the Hardware.

Task Acceptance Criteria

This Task is complete when Hardware is installed.

3. Completion of Configuration Workbooks

Task Description

As part of the configuration of the equipment, HPE has a configuration workbook ("HPE Workbooks") that needs to be completed. It will need to be reviewed with the Customer, with Hexagon and with HPE.

Task Deliverables

- HPE Workbooks completed by Hexagon with assistance from the Customer and approved by HPE

Task Prerequisites

- Equipment has been ordered

Task Assumptions

- Customer will provide the required server, storage and network staff to review the HPE Workbooks.

Hexagon Team Responsibilities

Hexagon shall:

- Coordinate with Customer and Vendors to review and complete the HPE Workbooks

Customer Team Participation and Responsibilities

Customer shall:

- Work with Hexagon and vendor to complete the HPW Workbooks.

Task Acceptance Criteria

This Task is complete when the HPE Workbooks are completed.

4. Third-Party Software Ordering

Task Description

Hexagon will order the Microsoft SQL Server software, VMWare, and Windows OS and any other remaining Software.

Task Deliverables

- License keys for Microsoft, Windows OS, and VMware software specified in the Bill of Materials.

Task Prerequisites

- None

Task Assumptions

- The Software will be electronically delivered to: RSOHelp@riversidesheriff.org
- Hexagon's primary Customer point-of-contact for verifying Software delivery will be Mike Thompson. Where possible, Mr. Thompson will be copied on the electronic delivery email to the address: mthompson@riversidesheriff.org

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Order the Microsoft software and facilitate provisioning of the license keys to the Microsoft software specified in the Bill of Materials to the Customer
- Order the VMware software and facilitate provisioning of the license keys to the VMware software specified in the Bill of Materials to the Customer

Customer Team Participation and Responsibilities

Customer shall:

- Provide requested delivery information (email, etc.).

Task Acceptance Criteria

This Task is complete when Hexagon has ordered the items specified in this Task and the license keys have been made available to the Customer.

5. HPE Hardware Configuration

Task Description

After the Hardware has been racked and stacked, HPE and Hexagon will come on site to configure the Hardware and prepare it to receive the virtual machines and other Software.

Task Deliverables

- vCenter is built and configured.
- Templates are deployed in the environment.

Task Prerequisites

- Rack and Stack Task is complete.
- VMware licenses have been delivered to the Customer.

Task Assumptions

- Customer has received and downloaded the required Software licenses.

Hexagon Team Responsibilities

Hexagon shall:

- Coordinate with Customer and vendors to configure the required equipment.
- Connect the HP ILO or Dell iDRAC, assigning an IP Address and\or license to those to allow remote access;
- Make connections between the servers and storage, as required;
- Assign an IP Address to the storage array to allow connectivity for full configuration;
- Connect to the servers install\license the ESX host OS if required;
- Configure storage to be presented to the hosts;
- Configure the networking on each host to provide two (2) virtual switches each configured with two (2) NICs. The first vSwitch will support VMware management connectivity and vMotion (10 gig). The second vSwitch will support the Production VM traffic (1 gig); and
- Configure the vSwitch that will be utilized by the virtual Kemp load balancers to change the following settings:
    - MAC address changes from reject to accept.
    - Forged Transmits from reject to accept.
- Answer other configuration questions as they arise.

Customer Team Participation and Responsibilities

Customer shall:

- Work with Hexagon and Vendors to install the required equipment;
- Provide Static Ips and make DNS Entries as required for the ESX Host, Storage array, vCenter etc. (if using existing domain).

Task Acceptance Criteria

This Task is considered complete when the equipment is ready to receive VMs.

Terms and Conditions

Order 3 is governed by the Master Agreement.

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Attachment A – Pricing Summary

Riverside Hardware & System Software	Total
Hardware (Servers and SAN)	$777,474
System Software (MS SQL, VMWare, MS Windows)	$1,767,752
Hardware Installation Services	$103,114
Total One-Time Hardware, System Software and Install Services Cost	**$2,648,340**
MS SQL Initial Recurring Maintenance - Year 1	$145,224
Annual Recurring Maintenance Fee – Year 2	$152,485
Annual Recurring Maintenance Fee – Year 3	$160,109
Annual Recurring Maintenance Fee – Year 4	$168,115
Annual Recurring Maintenance Fee – Year 5	$176,521

Pricing Assumptions

- This offer is valid through December 23, 2025.
- If available, the Hardware procured by Hexagon is provided with a pre-paid 5-year pass-through warranty from the original manufacturer. The warranty for the Hardware commences on the date the Hardware is shipped to the Customer. The Hardware warranties begin earlier than the commencement of Hexagon's first year of maintenance or Extended Warranty, which begins at Subsystem cutover. Most third-party hardware manufacturers consider their hardware to be at its "end of life" after five years. At the end of the Hardware warranty period, the Customer may purchase additional warranty coverage, if available, at then current prices or procure replacement hardware since the original Hardware is at its "end of life."
- The DHCI Hardware pricing includes the server hardware, SAN, and required cables. Windows Datacenter Server and VMware software are separately priced. See the included System Configuration (in Order 1) for detailed hardware and related software specifications.
- Microsoft SQL Server w/Software Assurance is a three (3)-year license which begins upon software shipment. Provided the Customer contracts for recurring maintenance and subscription for Microsoft SQL from Hexagon, maintenance/subscription for SQL shall be renewed by Hexagon.
- Microsoft Windows Server licenses will need to be renewed every three (3) years. The first renewal is not included in this price.
- VMWare will need to be renewed every five (5) years. The first renewal is not included in this price.

Bill of Materials

PRODUCT	QUANTITY
Hardware (Servers and SAN)	
Config7: HPE DHCI (4) DL365 Gen 11 Servers, Dual AMD EPYC 9375F Processors (32 core), 1024GB of memory per host, Dual 480GB NVMe, (4) 25GB SFP+ ports per server with (4) 25GB SFP+ modules, AlletraMP Storage Array, 64TB effective, (2) 25GB connections per controller, 2 controllers, PCI Express 4.0 NvME, (2) SN2010M 25GB Switches, Associated cables and SFP modules for all equipment to connect to these switches, (4) 10GB SFPs for uplinks to customer network, 5 Year Mission Critical Support	1
Config9: HPE DHCI (5) DL365 Gen 11 Servers, Dual AMD EPYC 9375F Processors (24core), 1536GB memory per host, Dual 480GB NVMe, (4) 10\25GB SFP+ ports per server with (4)25GB SFP+ modules, (1) AlletraMP Storage Array, 133TB effective, (2) SN2010M 25GB Switches, 5 Year Mission Critical Support	1
Software (MS SQL, VMWare, MS Windows)	
Config7-8: Microsoft Windows Server 2022 Datacenter - 2 Core Pack 3 Year License - 128 licenses (256 Cores Total)	1
Config9: Microsoft Windows Server 2022 Datacenter - 2 Core Pack 3 Year License - 192 licenses (384 Cores Total)	1
Config7-8: VMware vSphere Foundation 256-core Commitment Plan (includes 5 years VMware Support and Subscription Technical 24x7 support)	1
Config9: VMware vSphere Foundation 384-core Commitment Plan (includes 5 years VMware Support and Subscription Technical 24x7 support)	1
Microsoft SQL Server Enterprise Edition with Software Assurance (US Government ONLY) - 2 cores	30
Microsoft SQL Server Standard Edition with Software Assurance (US Government ONLY) - 2 cores	8

Attachment B – Payment Schedule

Upon completion of the following Tasks, Hexagon may invoice the Customer the corresponding amounts, which the Customer shall pay in accordance with the Master Agreement.

PAYMENT MILESTONE	PAYMENT
Upon Completion of Task 1: Infrastructure Ordering	$249,474
Upon Delivery of the Hardware to the Delivery Destination	$528,000
Upon Completion of Task 4: Third-Party Software Ordering Task	$1,767,752
Upon Completion of Task 5: HPE Hardware Configuration	$103,114

RIVCO Help

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My Submissions/Drafts

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Provide feedback

RCIT ACO DEH DPSS EO FM Fleet Services HR TLMA

Home > My Request - RITM0440579

Number	Created	Updated	State
RITM0440579	6d ago	19h ago	**Closed Complete**

Policy H-11 Technology Procurement for Sheriff

Actions

Item
Policy H-11, Technol...

DP
Requested for
Denise Padilla

Stage

- Request Approved (Approved)
  - Request Approved (Completed)
  - Waiting for Approval (Completed) Approvers
    Sokun Tran (Approved)
  - Fulfillment (Completed)
  - Completed (Completed)

Additional ... Activity Tasks Attachments

Requested for:
Denise Padilla

Department:
Sheriff

Approving Supervisor/Manager:
Sokun Tran

Requested Purchase:
On Premise Computer Aided Dispatch and Records Management System

Describe Requested Purchase:
Approve the Professional Services Agreements with Hexagon for the On-Premise Computer Aided Dispatch (CAD) and Record Management System and Tyler Technologies, Inc. for the Public Safety Software Jail information Management System (JIMS) for Ten (10) years and Authorize the Chair of the Board to sign the Agreements on behalf of the County; All Districts; [Total Cost $37,495,450 plus up to $1,874,772 in additional compensation]; 100% Sheriff's Budget

Hardware
false

Professional Services
false

Software
true

Other
false

Purchase Requested:
New

Procurement Status:
Bid Complete

Run the Business
false

Grow the Business
true

Transform the Business
false

Reduce Expenses
false

Support Current Operations
true

Improve Customer Service
false

Improve Operational Efficiencies
false

Provide feedback

Is this a multi-year contract?
Yes

Length of Contract (In Years) :
10

Start Date:
11-01-2025

End Date:
06-30-2035

Is this Purchase or Lease?
Purchase

Estimated Amount:
37495450.00

Requested Items - Non Standard
Click to view

BRM: Please choose approve or reject:
Approve

CCB: Please choose option:
N/A

EAB: Please choose option:
Approve

TSB: Please choose option:
N/A

ISO: Please choose option:
Approve

SAM: Please choose option:
Approve

TSOC: Please choose approve, reject or n/a:
Approve

Provide feedback





Contact RCIT Helpdesk
Phone: (951) 955-9900

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Riverside County Information Technology
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