MASTER TERMS AND CONDITIONS

These Master Terms and Conditions (the "Master Terms") govern transactions and relations between Customer and Intergraph Corporation through its Safety & Infrastructure division ("Hexagon") (each a "Party" and collectively the "Parties").

Hexagon will make available to Customer certain proprietary software, including related proprietary documentation, software maintenance services, Cloud Programs, and professional services, all of which will be provided to Customer pursuant to these Master Terms and an Order. Before Hexagon will provide any Software licenses, Cloud Programs or any 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 that 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 B – Maintenance Terms and Conditions for Software
- Exhibit C – Sample Project Deliverable Sign-Off Form
- Exhibit D – Cloud Program Conditions
- Exhibit E – Subscription License Terms
- Exhibit F – COTS Training Program Terms
- Exhibit G – Common Terms Glossary

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).

2   Elements of an Order.

2.1   Order Composition.

2.1.1   Each Order will be comprised of Order Documents.

2.1.2   From time to time, Customer may request from Hexagon or Hexagon may provide Customer a draft Quote and/or SOW for Deliverables. Once the Parties mutually agree upon the contents of the Order Documents, as applicable, the Parties shall accept the Order Documents.

2.1.3   Upon mutual acceptance of the Order Documents, Customer will execute the Order Documents and/or issue a PO or a notice to commence work, unless otherwise specified in the Order Documents.

2.1.4   Notwithstanding the foregoing, Orders for Maintenance Services and Cloud Programs shall commence on the date specified in the Order Documents regardless of whether Customer has issued a PO or notice to commence work.

2.2   Pricing. The following minimum elements shall be included with the Order Documents associated with the following types of Orders:

2.2.1   For a Software License Sale, a Quote identifying the Software licenses and quantities being procured and the total price for the Software License Sale.

2.2.2   For Time and Materials Project Assignments, a Quote setting forth the number of hours allocated for each grade of Hexagon resource to be utilized on the assignment and the hourly rate for each grade of Hexagon. Unless otherwise specified in the Order Documents, the Time and Materials Project Assignment shall expire and end six (6) months from the date the Order was formed between the Parties.

2.2.3   For Fixed Price Project Assignments, a Quote and SOW shall set forth the price of the work to be performed for and the Deliverables provided for that Order; provided however, that for a Fixed Price Project Assignment consisting of a COTS Training Curricula, a SOW may be omitted and pricing may be set forth solely in a Quote.

2.2.4   For Orders for Maintenance Services, a Quote identifying the Software to be maintained and the total price for the associated Maintenance Services.

2.2.5   For Cloud Program Sales, the quantity of License Keys subscribed for, the duration (beginning and end) of the period of the Customer's subscription to the Cloud Program, the amount of Cloud Program Fees payable to Hexagon for the Cloud Program, and Cloud Services Schedule(s) associated with the ordered Cloud Applications.

2.2.6   For Subscription License Sales, a Quote identifying the name of the Subscription Licenses, the quantity of the Subscription Licenses being purchased, and the Subscription Term.

2.3   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's project manager. 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 agreed to by both Parties in a -mutually executed writing.

2.4   Acceptance. Acceptance will occur based upon the following:

2.4.1   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 as set forth in an SOW.

2.4.2   For Time and Materials Project Assignments and Maintenance Services, the services are accepted as performed.

2.4.3   For a Software License Sale, once the Software has been delivered or access to the Software has been provided.

2.4.4   For a Cloud Program Sale, when the License Keys are provided to Customer.

2.4.5   For a Subscription License Sale, once the applicable Subscription License(s) has been delivered or access to the Subscription License has been provided to the Customer.

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 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.

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 Cloud Services Schedules and Training Program Statements;

(4) These Master Terms (excluding exhibits);

(5) Exhibits to these Master Terms; and

(6) Order Documents (exclusive of Cloud Services Schedules and Training Program Statements), as amended or modified by a change order.

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 following:

4.1.1   For Software License Sales, Hexagon shall invoice Customer for the amount set forth in the Quote upon delivery of or access having been provided to the Software identified in the Order Documents;

4.1.2   Orders for Fixed Price Project Assignments shall be invoiced and become payable upon completion of a payment milestone identified in the SOW, or when applicable, in accordance with Exhibit F;

4.1.3   Time and Materials Project Assignments shall be billed and invoiced on a monthly basis 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   Orders for Maintenance Services shall be billed and invoiced in accordance with Exhibit B.

4.1.5   Cloud Program Sales shall be billed and invoiced in accordance with Exhibit D.

4.1.6   Orders for Subscription License Sales shall be billed and invoiced in accordance with Exhibit E.

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.

4.3   Late Payment. If Customer does not make timely payment, an interest charge of two percent (2%) per Month (or the maximum allowed by law, whichever is less), which shall be compounded on a monthly basis, will be due on any unpaid and overdue amounts. To the extent the Customer is the subject of an applicable prompt pay act statute or ordinance, the Customer shall be subject to the terms set forth in that statute(s) and/or ordinance(s) in lieu of the prior sentence.

4.4   Taxes. The purchase price is exclusive of all Federal, State, or Local taxes. Any taxes applied to this sale by a Federal, State, 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. 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. Except for Orders for Maintenance Services, Cloud Program Sales, and Subscription License Sales, 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. The Coverage Period, Cloud Term, or Subscription Term, (if applicable) shall survive termination if the Master Agreement is terminated for convenience. In the event of a termination pursuant to this paragraph, Customer agrees to pay Hexagon for the Work performed and Software delivered and provided, plus the cost of any labor, equipment, or materials 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 Software. 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 that other Party materially breaches a material term of the Master Agreement or any Order.

5.3.1   In the event a Party has materially breached 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 has materially breached 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. In the event the Master Agreement is terminated for cause, Hexagon shall be entitled to, and Customer agrees to pay Hexagon, payment for all Work performed and Software provided on all ongoing Orders up to the termination date, less amounts previously paid by Customer under the affected Orders.

5.3.3   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 thirty (30) 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 Software delivered on said Order up to the suspension or termination date, less amounts previously paid by Customer under the affected Orders. If Hexagon suspends an Order under this paragraph, then it may thereafter terminate the Order upon giving written notice to the Customer.

5.3.4   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   IP Ownership.

Customer acknowledges Hexagon will retain ownership and title of Hexagon IP made or provided pursuant to any Order. All Software 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 is licensed to Customer pursuant to Third Party Terms.

7   Warranties.

7.1   Software. The Software Products licensed under Exhibit A are warranted to substantially conform to the user documentation for a period of thirty (30) 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 SOW, which shall be in lieu of the warranty coverage set forth in Section 7.1.

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

7.4   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. 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.

7.5   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 AND FITNESS FOR A PARTICULAR PURPOSE. THE WARRANTIES SET FORTH IN THIS ARTICLE 7 IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, AND, EXCEPT AS SET FORTH IN ARTICLE TITLED "INDEMNIFICATION PROVISIONS" BELOW, REPRESENTS 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. UNDER NO CIRCUMSTANCE WILL HEXAGON'S LIABILITY UNDER THIS MASTER AGREEMENT EXCEED 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.

9.1   Subject to the limitation of liability provisions in the Master Agreement, Hexagon will defend, at its expense, a third party action, suit, or proceeding against Customer ("Claim"), and indemnify Customer from any judgments, settlements, and reasonable attorney's fees resulting therefrom, to the extent such Claim is (i) attributable to bodily injury, death, or physical damage to tangible property caused by Hexagon's negligent acts or omissions arising under the Master Agreement; or (ii) based upon an allegation that a Software Product, Customized Software, Cloud Application, or Services Deliverable as of its delivery date under the Master Agreement, infringes a valid United States: patent, copyright, or trademark, or misappropriates a third party's trade secret ("Infringement Claim").

9.2   Hexagon's defense and indemnification obligations are conditioned upon:

9.2.1   Customer providing prompt written notice to Hexagon in writing of any Claim;

9.2.2   Hexagon having primary control of the defense of any actions and negotiations related to the defense or settlement of any Claim, understanding Hexagon may not settle a claim without Customer's consent if such settlement assigns fault or culpability to Customer; and

9.2.3   Customer cooperating fully in the defense or settlement of any Claim.

9.3   Hexagon will have no obligation to defend Customer or to pay any resulting costs, damages, or attorneys' fees for any Infringement Claims alleging direct or contributory infringement of the Software Product, Cloud Program, or Service Deliverable (i) by the combination of or integration with a product, process, or system not supplied by Hexagon; (ii) by material alteration by anyone other than Hexagon or its subcontractors; (iii) by use after Customer has been notified of possible infringement; (iv) by use after modifications are provided to Customer; (v) by use after a return for refund as described below is ordered by Hexagon; (vi) if the creation of which was pursuant to specifications provided by Customer; or (vii) by use other than as specified in the documentation associated with the Software Product.

9.4   In connection with any Infringement Claims, Hexagon, at its own expense and option, may either (i) obtain rights for Customer to continue using the allegedly infringing Hexagon supplied item; (ii) replace the item with a non-infringing alternative, or modify the allegedly infringing elements of the item, while maintaining substantially similar software functionality or data/informational content; or (iii) refund to Customer a prorated portion of the license fees paid by Customer for the infringing item(s); provided that proration for perpetually licensed software shall be based on a five (5)-year, straight-line depreciation basis beginning from the initial date of delivery. In the event of a prorated return, Customer will uninstall, cease all use of and return to Hexagon the infringing item(s).

9.5   In no event will the indemnification for Infringement Claims apply to any Beta Software, or sample, hot fix, royalty free, or evaluation software delivered pursuant to the Master Agreement.

9.6   This section provides the sole and exclusive remedies of Customer and Hexagon's entire liability in the event of a Claim. Customer has no right to recover and Hexagon has no obligation to provide any other or further remedies, whether under another provision of the Master Agreement or any other legal theory or principle in connection with a Claim.

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 ONE MILLION DOLLARS ($1,000,000) per occurrence.

10.2   Policy Maintenance. Hexagon shall procure and maintain, and shall cause any subcontractor of Hexagon to procure and maintain, the minimum insurance coverages listed herein. All policies shall be continuously maintained for the term of the Master Agreement.

10.3   Certificate of Insurance. 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. The completed Certificate of Insurance shall be sent to the contact person identified in the Primary Contracting Document.

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

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 support website or Cloud Portal (as applicable). 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. 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, that 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 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.

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 work space and work place accommodations; computer equipment; software; access to relevant data, documents, plans, reports, and analyses; and necessary access to 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 specifically reference the fact the amendment is intended to alter these Master Terms. No Order or Change Order shall affect these Master Terms.

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 be entitled to seek equitable relief, including injunction and specific performance, as a remedy for any

such breach. Such remedies shall not be deemed to be the exclusive remedies for a breach of this provision of the 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.

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: https://www.hexagonsafetyinfrastructure.com/-/media/Legal/Hexagon/SI/Policies/DPA/DPALP/DPA_LP_08-2019.pdf, 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, Software Products, 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 https://www.hexagonsafetyinfrastructure.com/-/media/Legal/Hexagon/SI/Policies/DPA/DPALP/DPA_LP_08-2019.pdf, 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. 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.   Software, services, hardware, and maintenance 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 19 to place Orders under the Master Agreement.

20   Export.

Hexagon IP, including any technical data related to Software, Services, Maintenance Services, or Cloud Programs is subject to the export control laws and regulations of the United States. Diversion contrary to United States law is prohibited. 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.
- 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 hold harmless and indemnify Hexagon and its Affiliates for any causes of actions, claims, costs, expenses and/or damages resulting to Hexagon from a breach of the export restrictions set forth in the Master Agreement by Customer or any User. Any questions regarding export or re-export of the Software should be addressed to Hexagon's Export Compliance Department at 305 Intergraph Way, Madison, Alabama, 35758, USA or at exportcompliance@intergraph.com. 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, a Software Product 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 Products.

21   Non-Solicitation of Employees.

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.

22   Miscellaneous.

22.1   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).

22.2   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, and/or Exhibit E), 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.

22.3   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.

22.4   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.

22.5   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.

22.6   Governing Law. The Master Agreement shall for all purposes be construed and enforced under and in accordance with the laws applicable to and governing the Customer's location as identified in applicable Order Documents. The Parties agree any legal action or proceeding relating to the Master Agreement shall be instituted in an appropriate court having personal jurisdiction over Customer. 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.

22.7   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.

Les parties confirment que l'accord-cadre et toute la documentation connexe sont et seront en anglais. (Translation: "The Parties confirm that the Master Agreement and all related documentation is and will be in the English language.")

22.8   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.

22.9   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 two (2) years after the event giving rise to the cause of action has occurred.

22.10   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; The method of making payment to Hexagon as provided hereunder is not in violation of the law of any applicable jurisdiction. Either Customer or Hexagon has the right to terminate the Master Agreement upon any violation of the FCPA or similar laws by the other Party.

22.11   Hexagon Authority. BY ISSUANCE OF A QUOTE TO CUSTOMER WITHOUT THE WORD "DRAFT" OR SIMILAR MARKINGS OR DISCLAIMERS 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   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. Any future representations, promises and oral agreements related to the products, product features, future product enhancements, product functionality, or services covered by the Master Agreement will be of no force or effect unless reduced in writing and made a part of the Master Agreement or an Order thereto. 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 for the Software Product. Software Products are also subject to the Use Terms. Any software, including, without limitation, any third party components and/or Upgrades, associated with a separate end-user license agreement is licensed to User under the terms of that license agreement. Use Terms delivered with an Update or Upgrade of a Software Product shall apply to the Update/Upgrade. All use of the Software Product is subject to applicable Order Documents.

1.0 **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 Product licenses purchased by User to: (i) install and use the Software Product, 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 Product to achieve User's intended results, and for the installation, use and results obtained from the Software Product.

2.0 **UPDATES AND UPGRADES**. If the Software Product is an Update to a previous version of the Software Product, User must possess a valid license to such previous version to use the Update. Neither the Software Product nor any previous version may be used by or transferred to a third party. All Upgrades 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 Upgrade. By using an Update, User (i) agrees to voluntarily terminate User's right to use any previous version of the Software Product, except to the extent that the previous version is required to transition to the Update or Upgrade; and (ii) acknowledges and agrees that any obligation that Hexagon may have to support the previous version(s) of the Software Product will end upon availability 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 Product may not work correctly or that User will not be able to take advantage of all of the Software Product'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.

3.0 **RIGHTS AND LIMITATIONS.**

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

User may make one copy of the Software Product media in machine readable or printed form and solely for backup purposes. Hexagon retains ownership of all User created copies. User may not transfer the rights to a backup copy unless User transfers all rights in the Software Product and license as provided for in Section 3.2.1. Any other copying of the Software Product, 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 Product 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 Product, 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 Product 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 Product; (ii) work around any technical limitations

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

3.3 Fault Tolerance.

The Software Product is not one hundred percent (100%) fault-tolerant. Unless the Software Product's documentation expressly provides the contrary: Software Product is not designed or intended for use in any situation where failure or fault of any kind of the Software Product could lead to death or serious bodily injury of any person, or to severe physical, property or environmental damage ("High-Risk Use"); and, User is not licensed to use the Software Product 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 Product in, or in connection with, any High-Risk Use. High Risk Use shall not mean use of the Software Product 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 Products a licensing mechanism to allow such Software Products 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 Products only up to the number of licenses it has purchased. Any usage of Software Products 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 Products in like manner as provided in Section 6.2 (Audit).

4 USER OBLIGATIONS.

4.1 The Software Product 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 Product 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 Product.

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 Product, 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 (a) by User, by returning to Hexagon the original Software Product or by permanently destroying the Software Product, together with all copies, modifications and merged portions in any form; (b) by Hexagon, upon User's breach of any of the terms hereof or User's failure to pay the appropriate license or subscription fee(s); (c) upon User's installation of an Upgrade that is

accompanied by a new license agreement covering the Software Product Upgrade; or (d) by expiration of the applicable license files, if this is a temporary license. User agrees upon the termination of this EULA to cease using and to permanently destroy the Software Product (and any copies, modifications and merged portions of the Software Product in any form, and all of the component parts of the Software Product) and 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 or 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 Product (and any copies, modifications and merged portions of the Software Product in any form, and all of the component parts of the Software Product) and 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 Product 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 Product 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 Products or quantities thereof, User agrees to promptly pay Hexagon: (i) the current list price for each unlicensed Software Product(s) 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 Product(s), and (iii) the costs for the audit in Section 6.1.1.

<div align="center">END OF EXHIBIT A</div>

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. 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 Hexagon's support website where available at https://support.hexagonsafetyinfrastructure.com; and, access to any applicable 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 on the Customer Support Web Site or applicable local support website 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 Service have been purchased, by way of posting notices of such to the "Support Notices and Announcements" section on the Customer Support Web Site or applicable local support website or via direct notification by Hexagon. Updates are shipped to Customer upon Customer request, logged in the Customer Support Web 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 Product(s) 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 1 Defect, phone support is also available after-hours and on Hexagon-observed holidays.

3.4 Product Change Requests (also referred to as CR-E) 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 contract 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 SecureLink™, a tool providing secure, auditable remote access to Customer's system for Hexagon to effectively render Maintenance Services. 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 three contact people who are each authorized to make use of the Maintenance Services ("Authorized Contacts"). Customer must assure 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 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.

5. EXCLUDED SOFTWARE SERVICES.

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 incorrectly installed or configured (other than by Hexagon) or use in an environment inconsistent with the support environment specified by Hexagon, or 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.

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 support, 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. 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 IS PAST DUE. 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. Customer waives any right to dispute a charge or receive a credit for a charge for Maintenance Services that Customer does not report within such period.

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.

10.4. Customer shall, and Customer shall cause each of Customer's employees and representatives to, comply with each and every term and condition of the EULA applicable to the Covered Products supported under the Maintenance Contract.

11. ADDITIONAL TERMS.

11.1. Software License. Any Updates furnished hereunder shall remain the property of Hexagon, Hexagon's Affiliate, or applicable third party, and are licensed in accordance with the then current Hexagon EULA, EULA of Hexagon's Affiliate, or third party SLA, which shall supersede any EULA or SLA associated with prior releases of the Covered Software Products or Covered Third Party Products. Upon Customer's request, Hexagon shall provide Customer with such EULA or SLA. Upon Hexagon's request, Customer agrees to execute a EULA or SLA, as applicable, for Covered Products.

11.2. 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.

11.3. 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.

11.4. WARRANTY DISCLAIMERS. In addition to the Warranty Disclaimer provided in the Master Terms, Hexagon does not warrant that any Services, Covered Products, and Updates provided pursuant to the Maintenance Contract will meet Customer's requirements, and under no circumstances does Hexagon warrant that any Services, Covered Products, and Updates will operate uninterrupted or error or Defect free.

11.5. 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 $AMOUNT OF PYMT
THIS SECTION DESCRIBES THE DELIVERABLE   (If applicable)

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

Sign-off of the deliverable shall be based solely upon the deliverable meeting the requirements stated in the 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) working day period then the deliverable will be deemed to have been signed off.

The signature below acknowledges that the deliverable described in the Contract and listed above meets all of the appropriate criteria and supersedes all prior requirements for this item.

Customer acknowledges completion of this payment milestone according to the Contract Payment Milestone Schedule and provides authorization to invoice this milestone.

Authorized Customer Representative
Customer Contact Name

_____   _____

SIGNATURE   **DATE**

CLOUD PROGRAM CONDITIONS

These terms and conditions ("Cloud Conditions") govern the provision of the Cloud Program by Hexagon to Customer under a Cloud Program Sale Order. Any additional terms in any Cloud Services Schedule(s) also apply.

1. **DEFINITIONS.**

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

2. **SCOPE OF CLOUD PROGRAM.**

    2.1   From the Cloud Program Start Date and for the duration of the Cloud Term, Hexagon will provide the License Key(s) to Customer in the amount specified in the Quote with respect to the Cloud Program purchased by Customer to use the Cloud Program subject to the provisions of these Cloud Conditions. Except for the Cloud Services, no other service, including Cloud Consulting Services, are provided by Hexagon pursuant to a Cloud Program Sales Order.

    2.2   Hexagon may from time to time provide or otherwise make available Local Software. Local Software may include mobile applications obtainable from an online applications store, applications owned by a third-party, or other facilitating applications. In the event Hexagon provides or makes available such applications, the same shall be made available to Customer and owned by Hexagon (or the relevant third party), and used subject to these Cloud Conditions. If not sooner terminated, the license to use such Local Software shall terminate upon expiration of the Cloud Term.

3. **CLOUD SERVICES AUTHORIZATION.**

During the Cloud Term, Hexagon grants Customer and its Affiliates the right to access and use components of the Cloud Program listed in the quantities reflected on the Quote solely for Customer's and Affiliates' own internal business purposes and subject to these Cloud Conditions

4. **TERM, TERMINATION AND SUSPENSION.**

    4.1   The Cloud Program Sale Order commences on the Effective Date of the Order and shall continue for the Cloud Term, unless earlier terminated in accordance with the Master Terms and these Cloud Conditions. To the extent any optional renewals are identified in the Quote, the Customer must issue a PO or a notice to proceed to extend the Cloud Term and at the prices set forth in the Quote not less than sixty (60) days prior to the end of the Cloud Term. Prior to the end of the Cloud Term, the Customer may renew the Cloud Program Sale Order and/or have Customer Data Offboarded.

    4.2   In addition to the rights and remedies set forth in the Master Terms, once notified in writing of the overdue payment, Customer acknowledges Hexagon may, without further notice, reduce the Cloud Services to the lowest tier of Cloud Services offered by Hexagon. During such time, Hexagon or the Third Party Service Provider is not obligated to facilitate or provide any services related to Onboarding or Offboarding. Without waiver of its right to terminate the Master Agreement and/or Cloud Program Sale Order or seek additional remedies, if full payment has not been received by Hexagon within thirty (30) days following written notice, Hexagon may suspend providing the Cloud Program to Customer until all outstanding Cloud Program Fees together with any applicable interest has been paid to and received by Hexagon. For avoidance of doubt, and without limitation, if Hexagon suspends providing the Cloud Program to Customer for non-payment, Customer shall have no right to access or use Cloud Applications, software applications provided by Hexagon which are incidental to the Cloud Program, Third Party Software Products, Cloud Services, Cloud Optional Services, or any goods, services, or benefits

to be provided by Hexagon hereunder. Suspension of the Cloud Program for non-payment shall not prejudice Hexagon's rights hereunder or relieve Customer from the obligation to pay Cloud Program Fees associated with the period of suspension.

4.3   Termination shall not relieve the Customer of the obligation to pay any Cloud Program Fees accrued or payable to Hexagon prior to the date of termination. Unless otherwise agreed to in writing by Hexagon, in the event Hexagon terminates a Cloud Program Sale Order due to any of the conditions set forth in Section 4.2 above, then under no circumstances whatsoever shall Customer be entitled to any refund of Cloud Program Fees paid in advance to Hexagon pursuant to the terms of the Master Agreement.

5.   **AVAILABILITY.** Hexagon shall reasonably endeavor to deliver Availability in accordance with the Service Level specified in the applicable Cloud Services Schedule. "**Availability**" or "**Available**" means the ability to connect to the Cloud Portal, connect to the Customer Cloud Environment for Production, launch Cloud Application(s), and access Customer Data contained in the Customer Cloud Environment for Production. Availability does not include the availability of third-party portals or Cloud Optional Services. Availability of Cloud Application(s) shall be determined by launching the main application for the applicable Cloud Application. For purposes of calculating Availability time, the following is excluded: time expended for Planned Maintenance; downtime required to perform Cloud Consulting Services; time expended due to the inability for Customer to connect to the Cloud Portal due to problems with the Customer's infrastructure or the internet; unavailability arising from Customer exceeding Customer purchased Cloud Application capacity; and, time expended due to any other circumstances beyond Hexagon's reasonable control, including Customer's or any User's use of third-party materials or use of the Cloud Program other than in compliance with the express terms of the Master Agreement and Hexagon's reasonable instructions (collectively "Exception(s)").

6.   **CRITICAL SERVICE LEVELS.** The purchased Service Level classifications are set forth in the Cloud Service Schedule. "**Service Operational Time**" means the time, expressed in a percentage as set forth below, that the Cloud Application is Available for a given Month during the service. The method of calculating the Service Operational Time is:

$$\frac{\textit{Hours of Cloud Program Availability for a given Month}}{\textit{Hours of Cloud Program Availability + downtime hours for such Month which are not related to an Exception}} \times 100$$

7.   **SERVICE CREDITS.**

7.1   If in any Month the Service Operational Time in a Cloud Environment for Production falls below the purchased Service Level (a "**Service Incident**"), a "Return to Green Plan" shall be initiated for the Customer's Environment for Production. Hexagon shall have: (i) the remainder of the Month in which the Customer notified Hexagon of the Service Incident by way of a Cloud Service Request, which notified Hexagon of the problem which resulted in the Service Operational Time falling below the applicable Service Level, *plus* (ii) one (1) additional Month (collectively, the "**Go Green Period**"), to return the Service Operational Time to such Service Level.

7.2   Subject to Section 7.3 below, if the Service Operational Time does not rise to the applicable Service Level within the Go Green Period, then the Service Credit provided in the Cloud Service Schedule will be applied against each Month in which the Service Operational Time remains below such Service Level.

7.3   Service Credits apply:

7.3.1 Only as specified within the Cloud Services Schedule;

7.3.2 Only to the extent that the affected Customer Environment is used in Production;

7.3.3 In strict accordance with Section 5;

7.3.4 Only if a Customer has logged a Cloud Service Request which notified Hexagon of the problem that causes the Critical Service Level to fall below the identified Availability percentage in the Cloud Services Schedule ("Green"); and

7.3.5 Only where Customer is compliant with the AUP.

7.4 To the extent applicable and properly noticed by Customer in accordance with Section 7.1 above, Service Credits shall be credited against the next invoice until such applicable Service Credits have been used. If the Master Agreement is terminated or Customer elects not to renew the Master Agreement before an ensuing invoice is issued, then such Service Credits are forfeited. Customer shall have no right to receive any monetary remuneration in exchange for unused Service Credits. Notwithstanding anything herein to the contrary, in no event shall Service Credits for any given year during the Term exceed twenty percent (20%) of the amount of Cloud Program Fees payable by Customer to Hexagon pursuant to the Quote for the annual period in which the Service Credit accrued.

7.5 The Customer's exclusive remedy for not meeting the Critical Service Level specified in the Cloud Services Schedule shall be the Service Credits as set forth in this Section.

8. CLOUD SERVICES SUPPORT.

8.1 As part of Cloud Services, Hexagon will provide the Cloud Services Support described within this Section 8.

8.2 Cloud Services Support is available at the times specified in the applicable Cloud Services Schedule. Cloud service requests and Product Change Requests can be directed by an Authorized Cloud User to Hexagon by: (i) the support website (https://support.hexagonsafetyinfrastructure.com), or (ii) telephoning Hexagon support at the times permitted within the Cloud Services Schedule.

8.3 When reporting a Cloud Service Request, if an Error, an Authorized Cloud User shall assign the Cloud Service Request a priority level based upon the criteria set forth in the support website (https://support.hexagonsafetyinfrastructure.com). The Authorized Cloud User shall provide a brief justification as to the criticality of the Cloud Service Request and a description of the Error giving rise to the Cloud Service Request, to include a statement of steps necessary to produce the error. Hexagon shall respond to the Cloud Service Request and provide commercially reasonable efforts to aid and address the Cloud Service Request. If Hexagon disagrees with the priority of the Cloud Service Request, it shall discuss the matter with Customer, but Hexagon, in its sole discretion, reserves the right to revise the initially reported priority level of the Cloud Service Request.

8.4 Product Change Requests will be reported in like manner as set forth in Section 8.3. Hexagon will review Product Change Requests and at its sole discretion decide whether to make the requested change to the Cloud Program. Product Change Requests not accepted may be the subject of a separate contract between the Parties. For the avoidance of doubt, to the extent Hexagon agrees to make a requested change to the Cloud Program pursuant to a Product Change Request, any and all IPR resulting from such change or modification is and shall remain the property of Hexagon.

8.5 Customer acknowledges and agrees that, as part of providing Cloud Services Support, Hexagon is permitted to make necessary changes to the Cloud Program without notice if necessary to perform Emergency Maintenance. Hexagon shall be permitted to access the Customer Cloud Environment in the event Hexagon deems Emergency Maintenance is necessary.

8.6 As it relates to, and only to, Local Software which is listed on the Quote, Hexagon shall provide support in like manner as is provided for Cloud Applications except Customer will permit Hexagon to electronically access the Local Software in the Local Environment via SecureLink™. SecureLink™ is a tool for providing secure, auditable remote access to the Local Software in order for Hexagon support personnel to effectively troubleshoot and address Errors related to Local Software. Support for Local Software listed on the Quote is included within Cloud Services Support except as is otherwise rendered commercially unreasonable due to the Local Software being hosted by Customer.

8.7 Except as otherwise necessary, as determined by Hexagon in its sole discretion, to satisfy the requirements of Sections 8.3 and 8.4, Cloud Services Support does not include: (i) training; (ii) configuration of Cloud Application(s), Cloud Optional Services, Cloud Portal, Third Party Software Products, Software Products, or other components of the Cloud Program; (iii) Customer

Cloud Administration; (iv) programming or software development; (v) modifications to the Cloud Applications or Cloud Optional Services not accepted as a Product Change Request; (vi) onsite services; or (vii) services required because Customer has not performed its obligations under the Master Agreement.

8.8   Upgrades or Updates.

8.8.1. As part of Cloud Services Support, Customer is entitled to receive all updates and upgrades to the purchased Cloud Application(s) and Local Software that Hexagon makes available. Cloud Consulting Services may be necessary to upgrade or update Cloud Optional Services, which is not part of Cloud Services Support.

8.8.2. From time to time, Hexagon may notify Customer through the Cloud Portal or support website (https://support.hexagonsafetyinfrastructure.com) that Hexagon has developed an upgrade or update for the purchased Cloud Application(s) and intends to deploy said update or upgrade, including any applicable Third Party Software Products. On the date specified in the notification, Hexagon will deploy the update or upgrade to the Cloud Development Environment for Customer testing and review, which Customer shall complete within the time prescribed in the notification of the availability of the update or upgrade, but not less than thirty (30) days thereafter (the "Testing Period"). In the event no Material Adverse Effect is reported by Customer within the Testing Period, then on a subsequently specified date by Hexagon, Hexagon will, at its discretion, deploy the update or upgrade to Customer Cloud Environment for Production.

8.8.3. In the event Customer provides written notice to Hexagon, within the Testing Period, of a Material Adverse Effect as a result of Customer's testing of the upgrade or update in accordance with Section 8.8.2 above, Hexagon shall discuss the matter with Customer and use commercially reasonable efforts to address any reasonable workarounds to such Material Adverse Effect, such agreed upon workaround to be subject to the same protocols set forth in Section 8.8.2 and this Section 8.8.3; provided, however, if Hexagon reasonably finds that no Material Adverse Effect exists, Hexagon may deploy the update or upgrade to the Customer Cloud Environment for Production.

8.8.4 As it relates to implementing updates or upgrades for Local Software that is included within the Cloud Program, Customer shall permit Hexagon to electronically access the Local Software on Customer's System Equipment via SecureLink to implement the Update in conjunction with the updating or upgrading of the Cloud Applications and provide any other reasonable support and cooperation required by Hexagon to upgrade or update the Cloud Program.

9.   **CUSTOMER RESPONSIBILITIES.**

9.1   Customer shall be responsible for all activities that occur in Authorized Cloud User and User accounts, including, but not limited to, its Affiliates' accounts, and for Authorized Cloud Users' and Users' compliance with the Master Agreement. Customer shall:

9.1.1 Have sole responsibility for the accuracy, quality, integrity, reliability and appropriateness of all Customer Data that is placed into the Customer Cloud Environment;

9.1.2 Use commercially reasonable efforts to prevent unauthorized access to or use of Cloud Program, including preventing utilization of more Credentials than otherwise reflected by the License Key(s) set forth in the Quote, and notify Hexagon of any such unauthorized access or use;

9.1.3 Provide and maintain its own System Equipment, third party software, networks, internet access, and communication lines, including any public lines required to properly access the Cloud Portal and use the Local Software, including content or data and ensure such meet the minimum standards required to interoperate with the Cloud Program as communicated by Hexagon to Customer via the Cloud Portal or as otherwise determined by Hexagon; and

9.1.4 Abide by and comply with the Acceptable Use Policy, Documentation, and other requirements of these Cloud Conditions.

10. CLOUD SERVICE PROGRAM FEES.

10.1 <u>Generally</u>. Subject to Section 10.2 below, in consideration of the Cloud Program provided by Hexagon, Customer shall pay to Hexagon the Cloud Program Fees.

10.2 <u>Adjustment</u>. Hexagon may periodically review the Customer's usage of the Cloud Program to determine whether Customer's usage is consistent with the quantity of License Key(s) and/or Cloud Application capacity purchased. If the usage shows the Customer has used more License Key(s) than are specified in the Quote, then Customer shall pay Cloud Program Fees corresponding to the number of License Key(s) used in excess of the purchased quantity. If a Cloud Application is subject to capacity limitations (e.g. a limited number of transactions in a period), as expressly set forth in the applicable Cloud Services Schedule, the Cloud Application may be configured to cease or degrade some or all functions upon Customer reaching those capacity limitations and/or may be configured to permit additional usage for additional fees, all as and if described in the applicable Cloud Services Schedule(s).

11. TERMS OF PAYMENT.

The invoice corresponding to the first year of Cloud Program Fees shall be provided to Customer upon Hexagon's issuance of License Key(s) to Customer. For purposes of clarity, once the first License Key(s) is issued for any Cloud Environment, the annual Fee will be due and payable in full. Invoices for subsequent years included within the Cloud Term as specified in the Quote (as may be adjusted pursuant to Section 10.2 above) will be issued prior to the Cloud Anniversary.

12. ACCEPTABLE USE POLICY (AUP).

12.1 The AUP forms part of these Cloud Conditions and is incorporated by reference. It may be found at the following site: https://www.hexagonsafetyinfrastructure.com/-/media/Legal/Hexagon/SI/Policies/AUP/Cloud_AUP-L.pdf. The Customer and any Authorized Cloud User or User shall comply with the AUP. A User or Authorized Cloud User will be prompted with review and acceptance of the AUP to gain access to the Cloud Application(s). Any update to the AUP will require each User or Authorized Cloud User to re-accept the modified AUP. Failure to comply with the AUP may result in the suspension of the Cloud Program or termination of the Cloud Program Sale Order as provided in Section 5 of the Master Terms. During any period of suspension, the Customer will still be liable for payment of the applicable Cloud Program Fees.

12.2 Hexagon reserves the right to change the AUP at any time, but to the extent within the control of Hexagon, it will give Customer thirty (30) days' notice in accordance with the Master Terms and the Primary Contracting Document of any such changes by posting notice of the upcoming change in the AUP on the Cloud Portal or as otherwise determined by Hexagon, unless otherwise required by law or where a Third Party Service Provider requires a change to be made to the AUP and is unable to provide such period of notice. If a Third Party Service Provider requires a change to be made to the AUP, Hexagon shall provide the equivalent period of notice as is provided by the Third Party Service Provider to Hexagon.

12.3 Without waiver of any other requirement or limitation set forth herein, Customer's use of any third party software in conjunction with the Cloud Application, Cloud Optional Services, and Hexagon Software Products that is not certified by Hexagon to operate in conjunction with the same is solely at Customer's risk. Addressing service requests arising from the use of uncertified third party software is not included within Cloud Services Support or the Cloud Program.

13. OWNERSHIP AND INTELLECTUAL PROPERTY.

13.1. In accordance with Section 6 of the Master Terms, Hexagon owns all right, title and interest in and to Cloud Application(s), Cloud Optional Services, the Software Products, Local Software, Documentation written by Hexagon, and any other data and information provided as part of the Cloud Program (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 Cloud Program.

Customer and its Affiliates do not have, and shall not attempt to decompile, disassemble, or otherwise attempt to gain access to any source code for the Cloud Application, Cloud Optional Services, any other Hexagon Software Product, or Third Party Software Products. Customer, for itself and its Affiliates acknowledges and agrees the Cloud Program is comprised of trade secrets, proprietary information, and Confidential Information, and that Customer, and its Affiliates shall not use, distribute, copy, perform, amend, alter, modify, create derivative works, reverse engineer, exploit, sublicense, or assign the Cloud Program or any component thereof except as expressly permitted by Hexagon (which permission may in some instances, subject stated limitations, be contained in a Cloud Services Schedule with respect to a particular Cloud Application). Without Hexagon's express, written permission, Customer shall ensure that no User transfers or assigns any Credentials to any other person or entity that is not an employee of Customer.

13.2. Customer and its Affiliates, respectively, shall retain their respective full ownership and all rights associated therewith solely to Customer Data to the extent they owned IPR to said information, as well as work product input or output generated by the Cloud Program. This ownership shall not extend to any formats or other intellectual property provided by Hexagon under the Master Agreement that makes a particular data file intelligent or that structures output, said formats and intellectual property which shall remain the property of Hexagon or the respective third party that owns said format or intellectual property.

14. PERSONAL DATA.

14.1. Hexagon reserves the right, but does not assume the obligation, to investigate any violation of this Exhibit D (Cloud Program Conditions) and/or AUP or misuse of the Cloud Services or Cloud Program. Hexagon may: (a) investigate violations of this Exhibit D (Cloud Program Conditions) and/or AUP or misuse of the Cloud Services or Cloud Program; and (b) remove, disable access to, or modify any content or resource that violates this Exhibit D (Cloud Program Conditions) and/or AUP. Hexagon may report any activity that Hexagon suspects violates any law or regulation to appropriate law enforcement officials, regulators, or other appropriate third parties. Hexagon's reporting may include disclosing appropriate information related to Customer or any User. Hexagon also may cooperate with appropriate law enforcement agencies, regulators, or other appropriate third parties to help with the investigation and prosecution of illegal conduct by providing network and systems information related to alleged violations of this Exhibit D (Cloud Program Conditions) and/or AUP.

14.2. Unless a Customer Specified Data Center(s) is included in the Cloud Services as identified in the Quote, Hexagon and its Third Party Service Provider shall have sole discretion of the location of the Data Center(s).

15. SECURITY & BREACH NOTIFICATION.

15.1. Hexagon shall take reasonable industry action to prevent, detect, identify, report, track and respond to Security Incidents.

15.2. Hexagon Response to Security Incident. The following will apply in the event of a Security Incident:

15.2.1. Hexagon will provide a Security Incident report to the Customer or its Affiliates (as applicable) via the Cloud Portal, support website, or otherwise. The report shall be provided within twenty-four (24) Business Hours following Hexagon's discovery, confirmation, and investigation of a Security Incident.

15.3. Additional Requirements for Personal Data. With respect to any Personal Data in the possession or under the control of Hexagon, which does not include Customer Data within the Customer Cloud Environment, and in order to protect Personal Data from unauthorized access, destruction, use, modification or disclosure, Hexagon shall:

15.3.1. Develop, implement, and maintain reasonable security procedures and practices appropriate to the nature of the information to Personal Data from unauthorized access, destruction, use, modification, or disclosure; and

15.3.2. Develop, implement and maintain data privacy and security programs with administrative, technical, and physical safeguards appropriate to the size and complexity of Hexagon's business and the nature and scope of Hexagon's activities to protect Personal Data from unauthorized access, destruction, use, modification, or disclosure.

16. WARRANTIES, DISCLAIMER AND INDEMNITIES.

16.1. During the Cloud Term, Hexagon does not warrant the Cloud Application(s) purchased by Customer will meet the Service Level specified in the applicable Cloud Services Schedule. The Cloud Program may be subject to limitations, delays and other problems inherent in the use of the internet, electronic communications, and Customers' IT infrastructures. Hexagon will not be responsible for any delays, delivery failures, or other damage.

16.2. Hexagon does not warrant the Cloud Application(s) and Third Party Software Products accessed via Cloud Services will perform substantially in accordance with the Documentation provided. To the extent an Error should be discovered, Customer shall report such Error to Hexagon as provided in Section 8 of the Cloud Program Conditions and Hexagon will respond as provided therein.

16.3. Cloud Services will use industry standard Virus detection software to avoid transmission to the Customer, its Affiliates, any Viruses (except for any Viruses contained in Customer Data uploaded or Onboarded by Customer).

16.4. Hexagon does not warrant the Cloud Program (to the extent accessed by Customer under the Master Agreement) will meet the Customer's or any of its Affiliate's requirements or that it will run uninterrupted or be Error free. Customer and its Affiliates are responsible for the results obtained from the use of the Cloud Program.

16.5. The warranties set forth herein are in lieu of all other warranties, expressed or implied, and represents the full and total warranty obligation and/or liability of Hexagon

17. ACCESS TO THE MASTER AGREEMENT BY CUSTOMER'S AFFILIATES.

If an Affiliate accesses or utilizes any or all components of the Cloud Program, the Affiliate shall be deemed to have agreed to be bound by the terms and conditions of these Cloud Program Conditions. The Affiliate, in accessing the Cloud Program (or any part thereof), and Customer, in permitting the Affiliate's access, each represent to Hexagon they have entered into an agreement by which Affiliate is permitted to use the Cloud Program is bound to the terms herein. Except for Affiliates and employees of Affiliates, no other person, including any third parties not authorized by Hexagon, may access the Cloud Program or be provided with Credentials.

END OF EXHIBIT D

EXHIBIT E

SUBSCRIPTION TERMS AND CONDITIONS

These Subscription Terms and Conditions ("Subscription Terms"), govern the licensing and support for the Subscription.

1. **DEFINITIONS.** All capitalized terms not otherwise defined herein shall have the meaning set forth in Exhibit G (Common Terms Glossary).

2. **SERVICES PROVIDED.**

   2.1 Access. Subject to an Order for a Subscription License Sale and these Master Terms, including Exhibit A (End User License Agreement), Hexagon will make the Subscription Licenses available to Customer for Customer's use during the Subscription Term. Any renewal or extension of the Subscription Term shall be subject to such terms and product components as reflected in the applicable renewal or extension Quote issued by Hexagon (the "*Renewal Quote*"). Customer acknowledges and agrees that Customer shall compensate Hexagon for Customer's continued use of a Subscription after expiration or termination of a Subscription Term, at a rate equitably and proportionately calculated based upon the Renewal Quote and based upon the period of such extended use; *provided that* if no Renewal Quote is issued prior to expiration or termination of the Subscription Term, the initial Quote shall be substituted in the calculations set forth in this Section 2.1.

   2.1.1 As it pertains to Metered Licenses, the Customer's right to use the Metered Licenses shall end upon the earlier of: (i) expiration of the Subscription Term, or (ii) Customer's use of its allotment of units of service as set forth in the Quote.

   2.2 Maintenance and Support. During the applicable Subscription Term, Hexagon will provide maintenance services and support to the Customer for the Subscription Licenses in accordance with Exhibit B (Maintenance Terms and Conditions) of these Master Terms.

   2.3 Services. These Subscription Terms only provide for the licensing and support of the Subscription. If the Customer desires for Hexagon to provide Services for implementation, configuration, training, or other work in relation to the Subscription, then Customer may contract with Hexagon pursuant to these Master Terms for Services under a separate Order.

3. **INVOICES.** Hexagon shall invoice Customer for the full amount set forth in the Quote upon delivery of or access having been provided for the Subscription Licenses identified in the Quote in any environment. To the extent the Quote includes multiple types of Subscription Licenses, Hexagon shall invoice the Customer once the first type of Subscription License is allowed to be invoiced as provided in this section.

4. **CUSTOMER OBLIGATIONS.**

   4.1 Customer Control. Customer's and its authorized Users of the Subscription shall at all times comply with Exhibit A (End User License Agreement). Customer will be solely responsible for administering and monitoring the use of login IDs and passwords provided by Customer to authorized Users pursuant to the Subscription, or by Hexagon on behalf of Customer. Upon the termination of employment of any authorized User, Customer will terminate that individual's login ID and password. Hexagon is not responsible for any damages resulting from Customer's failure to manage the confidentiality of its login ID and passwords and Customer is responsible for any actions arising out of use or misuse of Customer's login IDs.

   4.2 Security. Customer shall take commercially reasonable security precautions to prevent unauthorized or fraudulent use of Hexagon IP by Customer, Customer's employees, consultants, agents, or any other third parties authorized by Customer to access the Subscription on Customer's behalf.

END OF EXHIBIT E

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.

1. **DEFINITIONS.**

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

2. **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.

3. **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.

4. **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 intellectual property rights; the platform shall not be used for any activity intended to directly or incorrectly 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 Parry Service Provider and solely for the purpose of consuming the Training Curricula.

5. 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.

6. 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 holds 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 prior to a generally available commercial release of such Software.

"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, 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 Keys 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 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 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 Products, 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 Sale" means a type of Order providing access to the Cloud Program for the Cloud Term to the Customer. While a Cloud Program Sale may be the subject of a Quote, SOW, Order Documents, or other instruments which simultaneously address other types of sales, a Cloud Program Sale shall nevertheless always be construed as a separate Order under the Master Terms, i.e. not part of a combined Order along with a sale of Software Product licenses, Services, or other items.

"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) attached to the Quote), for Cloud Application(s), Cloud Optional Services, and Third Party Software Products and ordered by the Customer.

"Cloud Services Schedule" means a document(s) titled "Cloud Services Schedule" attached to the Quote containing additional details regarding the Cloud Services being provided to Customer with respect to the applicable Cloud Program components purchased by Customer, including, but not limited to: (i) Customer Data backup frequency, and, (ii) level of redundancy for the Customer Cloud Environment.

"Cloud Services Support" means the service specified as such in the Cloud Services Agreement 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 purpose of testing modifications, as specifically permitted herein, to the purchased Cloud Application(s). For purposes of clarity, the Cloud Staging Environment cannot be used in production or for training purposes.

"Cloud Term" means the duration of a Cloud Program Sales Order.

"Cloud Training 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 training users on the operation and use of the purchased Cloud Application(s). For purposes of clarity, the Customer shall only be entitled to a Training Environment as part of the Cloud Program if such is purchased by Customer and noted on the Quote.

"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) Confidential 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; or (iv) is confirmed by the Disclosing Party as not being confidential in writing.

"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, in the case where the Coverage Period is greater than one (1) year, the anniversary of the date on which the Coverage Period commenced.

"Covered Products" means collectively, Covered Software Products and Covered Third Party Products.

"Covered Software Product(s)" means Software Product(s) 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 entered via the Cloud Portal by which a person could access the Cloud Program.

"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. Except as may be otherwise set forth on the Quote, including the purchase of other Cloud Optional Services, including but not limited to a Training Environment, a Customer Cloud Environment consists of a Cloud Development Environment, Cloud Staging 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 peculiar 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, and any other data and information provided as part of the Cloud Program or constituting a Hexagon Deliverable.

"Customer Specified Data Center(s)" 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, assuming proper usage of the Software Product 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.

"Documentation" means, whether in electronic or printed form, User's Guides, Reference Guides, Administrator's Guides, Configuration Guides, and Help Guides made available at the support website (https://support.hexagonsafetyinfrastructure.com) for Software or Cloud Applications provided by Hexagon to the Customer. Not all of the types of Software or Cloud Applications are provided with Documentation or with similar Documentation.

"Effective Date" means the date and time the last Party is on notice that all Parties have accepted the Primary Contracting Document.

"Emergency Maintenance" means all maintenance performed when a Cloud Service Request demands immediate, unplanned attention, as reasonably determined by Hexagon.

"Error" means a Defect with a purchased Cloud Application, Cloud Optional Service, or Third Party Software Products 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 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 supplant the Replaced Product

"Fixed Price Project Assignment" means a type of Order where Hexagon will provide Services and/or Software licenses for a fixed price.

"Hexagon" means Intergraph Corporation through its Safety & Infrastructure division.

"Hexagon IP" means Hexagon or Hexagon Affiliate developed, created, or prepared Intellectual Property.

"Installation Guide" means a computer file in a Microsoft Word or Adobe PDF document or a text file that contains information a User may need to install or operate a Software Product.

"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, documentation, mask work rights, design, ideas, product information, inventions and improvements thereto (whether or not patentable), and all works of authorship fixed in any medium of expression (including any form of online, digital, or electronic medium), whether or not copyrightable and whether registered or not.

"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 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 other 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 generically, and not merely as a result of individual characteristics associated with Customer or its specific implementation or operation.

"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.

"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.

"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 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.

"Perpetual License" means a type of license for a 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" 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 Terms Glossary and/or references and incorporates a document to which this Terms Glossary is an exhibit or attachment.

"Primary License" means the license(s) of the Software Product provided to Customer for general production use as authorized by the EULA.

"Product Change Request" means a request for additional functionality or modification to the purchased Cloud Application(s) or Covered Products.

"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 Services, Deliverables, or Cloud Programs.

"Quote" means a document issued by Hexagon reflecting 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 Cloud Services Schedule. 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 Exchange Product.

"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's 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 or Cloud Programs.

"Services Deliverable" means any data, document, information, Customized Software, Third Party Software, or material provided to Customer as a product of Hexagon's performance of Services pursuant to the Primary Contracting Document. Cloud Programs are not Service Deliverables.

"Software" means the software 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 License Sale" means a type of an Order that involves only the sale of Perpetual Licenses from Hexagon to Customer. This type of Order does not include Services or Cloud Programs.

"Software Product" means the Hexagon software product(s) identified in the Order Documents, which includes (i) any associated Hexagon files or media with which the software is provided, (ii) any associated templates, data, printed materials, and "online" or electronic Documentation, and (iii) any Updates or Upgrades 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. 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.

"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 License Sale" means a type of an Order that involves only the sale of Subscription Licenses from Hexagon to Customer. This type of Order does not include Services or Cloud Programs.

"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"), records management system ("RMS"), field based reporting ("FBR"), G/Technology (G/Tech), In/Service and mobile for public safety ("MPS") are each an example of a Subsystem.

"Supplementary License" means a license(s) of the Software Product which is made available by Hexagon for select Software Products to augment Primary Licenses for special purposes. Each Supplementary License requires a Primary License and the term of the Supplementary License shall not exceed the term of the applicable Primary License.

"System" means a physical or operational location where the Software Product 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) calendar 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) calendar 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 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.

"Training Curricula" means one or more training classes or resources provided by Hexagon to Customer as a service over a limited time period.

"Training Program Statement" means document(s) titled "Training Program Statement," attached to the Quote and 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.

"Update" means any Upgrade, modified version, fix, patch and/or update of the Software Product. Updates not meeting the definition of Upgrades are subject to all of the terms and conditions of the EULA provided with User's then current version of the Software Product.

"Upgrade" means each new release of the Software Product. Upgrades require a full installation and may be provided with a separate EULA. Any EULA delivered with the Upgrade will supersede any EULA associated with prior releases of the Software Product.

"User" means Customer or an individual employed by Customer and authorized by Hexagon to use a particular Software Product, Cloud Application, Third Party Software Product, 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 https://www.hexagonsafetyinfrastructure.com/-/media/Legal/Hexagon/SI/Licenses/LLP/LLP_08-2019.pdf 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.

<center>END OF EXHIBIT G</center>

GENEAL PRINCIPLES CERTIFICATION FOR FEDERAL-AID CONTRACTS

CONSULTANT shall comply with generally accepted accounting principles and good business practices. CONSULTANT shall, at its own expense, furnish all cost items associated with this project except as specified to be furnished by City. CONSULTANT shall retain financial records, supporting documents, statistical records, and all other records pertinent to the project for a period of a minimum of three (3) years from the expiration of the term of the Master Agreement.

CONSULTANT shall take reasonable measures to safeguard protected personally identifiable information and other information designated as sensitive or is considered sensitive consistent with laws regarding privacy and responsibility over confidentiality.

CONSULTANT shall also certify the that none of the equipment or services are produced by Hytera Communications Corporation, Hangzhou Hikvision Digital Technology Company, or Dahua Technology Company (or any subsidiary or affiliate of such entities); or produced by an entity owned or controlled by, or otherwise connected to, the government of a covered foreign country in accordance with 2 CFR 200.216.

In order to ensure objective contractor performance and eliminate unfair competitive advantage, CONSULTANT must certify that they did not assist in the development of draft specifications, requirements, statements of work, or invitations for bids or requests for proposals for the project.

Business Name: _INTERGRAPH CORP._

Date: _Oct 15, 2021_

By: _VICTOR S. VASILE   REGIONAL COUNSEL_

Name and Title of Authorized Representative
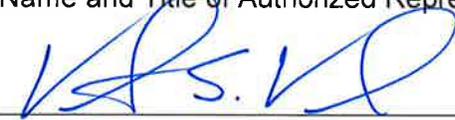
Signature of Authorized Representative

NON-DISCRIMINATION CERTIFICATION FOR FEDERAL-AID CONTRACTS

CONSULTANT shall comply with the provisions of Title VII of the Civil Rights Act of 1964 in that it will not discriminate against any individual with respect to his or her compensation, terms, conditions, or privileges of employment nor shall CONSULTANT discriminate in any way that would deprive or intend to deprive any individual of employment opportunities or otherwise adversely affect his or her status as an employee because of such individual's race, color, religion, sex, national origin, age, handicap, disability, medical condition, sexual orientation, gender identity, or marital status. These actions shall include, but not be limited to, the following: employment, upgrading, demotion or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship.

CONSULTANT shall ensure that services and facilities are provided without regard to ethnic group identification, race, color, national origin, creed, religion, age, sex, physical or mental disability, political affiliation, or marital status in accordance with applicable laws, including, but not limited to, Title VI of the Civil Rights Act of 1964 (42 U.S.C. 200-d); Section 162 (a) of the Federal-Aid Highway Act of 1973 (23 U.S.C. 324); Section 504 of the Rehabilitation Act of 1973; the Civil Rights Restoration Act of 1987 (P.L. 100-209); Executive Order 12898 (February 11, 1994); Executive Order 13166 (August 16, 2000); Title VII of the Civil Rights Act of 1964 (42 U.S.C 2000-d); the Age Discrimination Act of 1975 (42 U.S.C. 6101); Article 9.5, Chapter 1, Part 1, Division 2, Title 2 (Section 11135, et seq) of the California Government Code; Title 9, Chapter 4, Subchapter 6 (Section 10800, et seq) of the CCR and California Department of Social Services Manual of Policies and Procedures (CDSS MPP) Division 21.

CONSULTANT shall ensure that project activities be accomplished in an equitable and impartial manner so that no person shall be excluded because of race, color, gender, or national origin from participation in, or be denied the benefits, or any program or activity for which federal financial assistance is received (31 CFR Part 22).

Business Name: _INTERGRAPH CORP._

Date: _Oct 15, 2021_

By: _VICTOR S. VASILE REGIONAL COUNSEL_

Name and Title of Authorized Representative

Signature of Authorized Representative

MBE and WBE CERTIFICATION FOR FEDERAL-AID CONTRACTS

It is the policy of the City to encourage the participation of disadvantaged, minority and women-owned business enterprises in the City's procurement process.

CONSULTANT agrees to use its best efforts to carry out this policy when sourcing the use of outside consultants, advisors and contractors to the fullest extent practicable, consistent with the efficient performance of this contract. CONSULTANT may rely on written representations by consultants, advisors and contractors regarding their status. CONSULTANT shall report to the City the names of all consultants, advisors and contractors hired for the Project and information on whether or not they are a disadvantaged, minority or women-owned business enterprise, as defined in Section 8 of the Small Business Act (15 U.S.C. Sec. 637).

CONSULTANT shall, in accordance with 2 CFR 200.321, take affirmative steps to include minority business, women's business enterprises, and labor surplus area firms when sourcing the use of outside consultants, advisors, and contractors for this contract by:

(a) Placing qualified small and minority businesses and women's business enterprises on solicitation lists;

(b) Assuring that small and minority businesses and women's business enterprises are solicited whenever they are potential sources;

(c) Dividing total requirements, when economically feasible, into smaller tasks or quantities to permit maximum participation by small and minority businesses and women's business enterprises;

(d) Establishing delivery schedules, where the requirements permit, which encourage participation by small and minority businesses and women's business enterprises; and

(e) Using the services and assistance, as appropriate, of such organizations as the Small Business Administration and the Minority Business Development Agency of the Department of Commerce.

Business Name: _INTERGRAPH CORP._

Date: _Oct. 15, 2021_   By: _VICTOR S. VASILE REGIONAL COUNSEL_
Name and Title of Authorized Representative

_V.S.V_
Signature of Authorized Representative

DOMESTIC PREFERENCE CERTIFICATION FOR FEDERAL-AID CONTRACTS

It is the policy of the City to encourage a preference for the purchase, acquisition, or use of goods, products, or materials produced in the United States (including but not limited to iron, aluminum, steel, cement, and other manufactured products). The requirements of this section must be included in all subawards including all contracts and purchase orders.

CONSULTANT agrees to use its best efforts to comply with 2 CFR 200.322 to the fullest extent possible consistent with the efficient performance of this contract.

RECOVERED MATERIALS CERTIFICATION FOR FEDERAL-AID CONTRACTS

CONSULTANT shall comply with 2 CFR 200.322 and procure only items designated in guidelines of the Environmental Protection Agency (EPA) at 40 CFR part 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds $10,000 or the value of the quantity acquired during the preceding fiscal year exceeded $10,000. CONSULTANT certifies that the percentage of recovered materials to be used in the performance of this Agreement will be at least the amount required by applicable specifications or other contractual requirements. For contracts over $100,000 in total value, CONSULTANT shall estimate the percentage of total material utilized for the performance of the project that is recovered materials and shall provide such estimate to CITY upon request.

Business Name: _INTERGRAPH CORP_

Date: _Oct 15, 2021_   By: _VICTOR S. VASILE REGIONAL COUNSEL_

Name and Title of Authorized Representative

Signature of Authorized Representative

CLEAN AIR ACT AND FEDERAL WATER POLLUTION CONTROL ACT CERTIFICATION FOR FEDERAL-AID CONTRACTS

CONSULTANT agrees to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act, as amended, 42 U.S.C. §§ 7401-7671q. CONSULTANT agrees to report each violation to the USDA and the appropriate EPA Regional Office.

CONSULTANT agrees to comply with all applicable standards, orders or regulations issued pursuant to the Federal Water Pollution Control Act as amended (33 U.S.C. §§ 1251-1387). CONSULTANT agrees to report each violation to the USDA and the appropriate EPA Regional Office.

Business Name: _INTERGRAPH CORP._

Date: _Oct 15, 2021_   By: _VICTOR S. VASILE REGIONAL COUNSEL_

Name and Title of Authorized Representative

_V.S.V._

Signature of Authorized Representative

**Certification Regarding Debarment, Suspension, and Other Responsibility Matters
Primary Covered Transactions**

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, 13 CFR Part 145. The regulations were published as Part VII of the May 26, 1988 Federal Register (pages 19160-19211).

(BEFORE COMPLETING CERTIFICATION, READ INSTRUCTIONS ON REVERSE)

1. The prospective primary participant certifies to the best of its knowledge and belief that it and its principals:

    (a) Are not presently debarred, suspended, proposed for disbarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;

    (b) Have not within a three-year period preceding this application been convicted of or had a civil judgement rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;

    (c) Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State, or local) with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and

    (d) Have not within a three-year period preceding this application had one or more public transactions (Federal, State, or local) terminated for cause or default.

2. Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective primary participant shall attach an explanation to this certification. Indicate to whom it applies, initiating agency, and dates of action.

Business Name: _INTERGRAPH CORP._

Date: _Oct 15, 2021_

By: _VICTOR S. VASILE REGIONAL COUNSEL_
Name and Title of Authorized Representative

_V.S. V.P._
Signature of Authorized Representative

INSTRUCTIONS FOR CERTIFICATION

1. By signing and submitting this proposal, the prospective primary participant is providing the certification set out below.

2. The inability of a person to provide the certification required below will not necessarily result in denial of participation in this covered transaction. The prospective participant shall submit an explanation of why it cannot provide the certification set out below. The certification or explanation will be considered in connection with the department or agency's determination whether to enter into this transaction. However, failure of the prospective primary participant to furnish a certification or an explanation shall disqualify such person from participation in this transaction.

3. The certification in this clause is a material representation of fact upon which reliance was placed when the department or agency determined to enter into this transaction. If it is later determined that the prospective primary participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the department or agency may terminate this transaction for cause or default.

4. The prospective primary participant shall provide immediate written notice to the department or agency to which this proposal is submitted if at any time the prospective primary participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.

5. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participant," "person," "primary covered transaction," "principal," "proposal," and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549. You may contact the department or agency to which this proposal is submitted for assistance in obtaining a copy of those regulations (13 CFR Part 145).

6. The prospective primary participant agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency entering into this transaction.

7. The prospective primary participant further agrees by submitting this proposal that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion--Lower Tier Covered Transactions," provided by the department or agency entering into this covered transaction, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

8. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the ineligibility of its principals. Each participant may, but is not required to, check the Nonprocurement List.

9. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

10. Except for transactions authorized under paragraph 6 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency may terminate this transaction for cause or default.

NON-LOBBYING CERTIFICATION FOR FEDERAL-AID CONTRACTS

The prospective participant certifies, by signing and submitting this contract, to the best of his or her knowledge and belief, that:

(I)   No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any Federal agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(2)   If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any Federal agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure of Lobbying Activities," in conformance with its instructions.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such failure.

The prospective participant also agrees by submitting his or her bid or proposal that he or she shall require that the language of this certification be included in all lower tier subcontracts, which exceed $100,000 and that all such subrecipients shall certify and disclose accordingly.

Business Name: _INTERGRAPH CORP._

Date: _Oct 15, 2021_   By: _VICTOR S. VASILE   REGIONAL COUNSEL_

Name and Title of Authorized Representative

Signature of Authorized Representative

This quotation has been prepared for:
City of Huntington Beach, CA
Kristin Miller
Administrative Services Division Manager
2000 Main Street
Huntington Beach, CA 92648-2763
United States

Ship To:
City of Huntington Beach, CA
2000 Main Street
Huntington Beach, CA   92648
United States

Bill To:
City of Huntington Beach, CA
PO Box 784
Huntington Beach, CA 92648
United States

HEXAGON

Customer:	City of Huntington Beach, CA
Quote Number:	2021-80621
Quote Date:	October 14, 2021
Expiration Date:	November 5, 2021

I/CAD Migration to OnCall Dispatch and I/LEADS Migration to OnCall Records (Services, Products and 1st Year Subscription Fee)

Part Number	Description	Qty	# of Mths	Unit Net Price	Extended Net Price
OnCall Dispatch Software Subscription and Services					
HCL1122	HxGN OnCall Dispatch - Advantage - Cloud	14	12	$496.53	$83,417.04
HCL1196	HxGN OnCall Dispatch - Informer - Cloud	1	12	$301.08	$3,612.96
HCL1202	HxGN OnCall Dispatch - Mobile Unit - Cloud	50	12	$59.13	$35,478.00
HCL1195	HxGN OnCall Dispatch - RestAPI - Cloud	1	12	$649.06	$7,788.72
HCL3213	HxGN OnCall Integration Engine	1	12	$387.93	$4,655.16
HCLDISPATCHDEV	HxGN OnCall Dispatch - DEV - CLD	1	12	$596.37	$7,156.44
HCLDISPATCHSTG	HxGN OnCall Dispatch - STG - CLD	1	12	$596.37	$7,156.44
HCL1227	HxGN OnCall Dispatch - Call-Taker Interface - CLD	1	12	$66.59	$799.08
HCL1167	HxGN OnCall Dispatch - Call-Taker - Cloud	14	12	$172.53	$28,985.04
IPS3042SU	Xalt - Integration Runtime Engine NL - Subscription	1	12	$517.63	$6,211.56
IPS3042-BCKSU	Xalt - Integration Runtime Engine NL - Subscription - BCK	1	12	$0.00	$0.00
IPS3042-TSTSU	Xalt - Integration Runtime Engine NL - Subscription - TST	1	12	$0.00	$0.00
HCL1106	RapidSOS OnCall Call-Taker Interface - CLD	1	12	$111.75	$1,341.00
PSA1107SU	Body Worn Camera OnCall Interface - SU	1	12	$181.00	$2,172.00
Total Dispatch Cloud Program Fees:					**$188,773.44**
HXTC0001	Dynamo Curriculum HxGN OnCall Dispatch Admin - Cloud	3	12	$0.00	$0.00
HXTC0002	Dynamo Curriculum HxGN OnCall Dispatch User - Cloud	200	12	$0.00	$0.00
	Services for RapidSOS OnCall Call-Taker Interface	1		$2,274.24	$2,274.24
	Esri OnPrem Map Setup Support	1		$14,766.08	$14,766.08
	I/CAD to OnCall Dispatch Database Upgrade/Migration	1		$24,334.12	$24,334.12
	NCIC Commsys Onboarding Services	1		$5,400.00	$5,400.00
	Commsys ConnectCIC for NCIC	1		$19,843.75	$19,843.75
	OnCall Dispatch Train-the-Trainer - Remote	1		$6,674.40	$6,674.40
	OnCall Dispatch Mobile Unit Train-the-Trainer - Remote	1		$3,708.00	$3,708.00
	OnCall Dispatch Onboarding Services	1		$36,741.49	$36,741.49
	Services for Evidence.com/Body Worn Camera Interface	1		$2,274.24	$2,274.24
Total Dispatch Cloud Consulting Services:					**$116,016.32**
Total Dispatch Fees:					**$304,789.76**

Part Number	Description	Qty	# of Mths	Unit Net Price	Extended Net Price
OnCall Records Software Subscription and Services					
HCL0017	HxGN OnCall Records - Concurrent User License - Cloud	80	12	$147.42	$141,523.20
HCL0018	HxGN OnCall Records - Jail - Cloud	6	12	$113.40	$8,164.80
HCL2100	HxGN OnCall Records - NIBRS - Federal - Cloud	1	12	$260.55	$3,126.60
HCL0016	HxGN OnCall Records - Server License - Cloud	1	12	$2,206.57	$26,478.84
HCL2110-CA	HxGN OnCall Records - NIBRS - CA - Cloud	1	12	$541.94	$6,503.28
HCLRECORDSDEV	HxGN OnCall Records - DEV - CLD	1	12	$596.37	$7,156.44
HCLRECORDSSTG	HxGN OnCall Records - STG - CLD	1	12	$596.37	$7,156.44
PSA2001SU	Coplogic Records Xalt Interface - SU	1	12	$217.13	$2,605.56
PSA2001BCKSU	Coplogic Records Xalt Interface - SU - Backup	1	12	$0.00	$0.00
PSA2001TSTSU	Coplogic Records Xalt Interface - SU - Test	1	12	$0.00	$0.00
Total Records Cloud Program Fees:					**$202,715.16**
HXTC0003	Dynamo Curriculum HxGN OnCall Records Admin - Cloud	3	12	$0.00	$0.00
HXTC0004	Dynamo Curriculum HxGN OnCall Records User - Cloud	80	12	$0.00	$0.00
	OnCall Records Train-the-Trainer - Remote	1		$10,712.00	$10,712.00
	I/Leads to OnCall Records Data Conversion/Migration	1		$49,477.66	$49,477.66
	OnCall Records BPA Report	1		$1,845.76	$1,845.76
	OnCall Records Onboarding Services	1		$70,989.43	$70,989.43
	State NIBRS Rules	1		$77,730.10	$77,730.10
	Services for Bi-Directional Interface with Morpho/Idemia Livescan	1		$4,548.48	$4,548.48
	Interface - Citation/Crash Export to CrossRoads	1		$53,098.81	$53,098.81
	Interface - Parking ticket import from TurboData	1		$31,301.45	$31,301.45
	Interface - Export to Motorola CrimeReports	1		$17,527.97	$17,527.97
	Interface - Incident Export to IBM Coplink	1		$33,203.90	$33,203.90
	Interface - Incident Import from LexisNexis Coplogic DORS (requires PSA2001SU)	1		$4,548.48	$4,548.48
	Records Configuration Session 4 - JMS	1		$23,975.17	$23,975.17
	RMS interface to Lynx	1		$21,140.55	$21,140.55
Total Records Cloud Consulting Services:					**$400,099.76**
Total Records Fees:					**$602,814.92**

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Part Number	Description	Qty	# of Mths	Unit Net Price	Extended Net Price
OnCall Analytics Software Subscription and Services					
HCL2310	HxGN OnCall Analytics - Viewer - Cloud	25	12	$25.92	$7,776.00
HCL2311	HxGN OnCall Analytics - Author - Cloud	4	12	$69.66	$3,343.68
HCL2312	HxGN OnCall Analytics - Dispatch Data Models & Reports - CLD	1	12	$28.37	$340.44
HCL2313	HxGN OnCall Analytics - Records Data Models & Reports - CLD	1	12	$25.48	$305.76
HCLANALYTICSDEV	HxGN OnCall Analytics - DEV - CLD	1	12	$596.37	$7,156.44
HCLANALYTICSSTG	HxGN OnCall Analytics - STG - CLD	1	12	$596.37	$7,156.44
Total Analytics Cloud Program Fees:					**$26,078.76**
HXTC0005	Dynamo Curriculum HxGN OnCall Analytics Admin - Cloud	3	12	$0.00	$0.00
HXTC0006	Dynamo Curriculum HxGN OnCall Analytics User - Cloud	10	12	$0.00	$0.00
	OnCall Analytics User and System Admin Training - Remote	1		$11,165.20	$11,165.20
	OnCall Analytics Onboarding Services	2		$1,627.22	$3,254.43
Total Analytics Cloud Consulting Services:					**$14,419.63**
Total Analytics Fees:					**$40,498.39**

Total Year 1 Price:					**$948,103.07**
October 2021 Pricing Increase - Effective November 1, 2021:					**$47,405.15**
Total Year 1 Price – Effective November 1, 2021:					**$995,508.22**

Optionally offered products and services

Part Number	Description	Qty	# of Mths	Unit Net Price	Extended Net Price
Cloud Software Suscription (Initial 12 Months) and On-time Services					
HCL3209	HxGN OnCall Dispatch - Mobile Responder Client - Cloud	50	12	$61.00	$36,600.00

HEXAGON

Customer:	City of Huntington Beach, CA
Quote Number:	2021-80621
Quote Date:	October 14, 2021
Expiration Date:	November 5, 2021

Intergraph Corporation has elected to do business as: "a member of the Hexagon Group of Companies" in certain public safety, utility delivery, transportation, and information technology markets; "Hexagon Geospatial," in certain geospatial markets; and, "Process, Power & Marine," in certain engineering markets. These alias and trade names do not reflect any change of legal corporate entity, applicable tax identification number, or similar formalities.

This Order is made pursuant to and governed by those certain terms and conditions set forth at:

https://www.hexagonsafetyinfrastructure.com/-/media/Legal/Hexagon/SI/Sales/MT/USMT082020.pdf, ("Master Terms") which are incorporated herein.

At any time prior to the conclusion or termination of the Master Terms, the Parties may mutually agree to extend the Master Terms for a period not to exceed five (5) years. Such extension shall be reflected in a mutually executed amendment, which will document any necessary adjustments to the provisioning of the Cloud Program and pricing for the ensuing Cloud Term.

You will be sent a confirmation of purchased maintenance services by the Hexagon Customer Services Administration department.

If maintenance is not purchased at the same time as you purchase products listed in this quotation, you may purchase the maintenance for the products at a later date; however reinstatement or upgrade fees shall apply.

Summary

Total Cloud Program Fees:	$417,567.36
Total Cloud Consulting Services (includes Perpetual Licenses and first year maintenance):	$530,535.71
Total Price Year 1 (exclusive of taxes):	$948,103.07
October 2021 Pricing Increase - Effective November 1, 2021:	**$47,405.15**
Total Year 1 Price (exclusive of taxes) – Effective November 1, 2021:	**$995,508.22**
Total Options (exclusive of taxes):	$36,600.00

Total Cloud Program Annual Renewal Fees (includes maintenance renewal on Perpetual Licenses):

Year 2	$473,187.75
Year 3	$492,115.26
Year 4	$511,799.87
Year 5	$532,271.86
Year 6	$553,562.74
Year 7	$575,705.25
Year 8	$598,733.46
Year 9	$622,682.80
Year 10	$647,590.11

*Tax included in this quotation is an estimate only. Final tax billed will reflect the applicable tax rates at time of sale as required by law.

Customer:	City of Huntington Beach, CA
Quote Number:	2021-80621
Quote Date:	October 14, 2021
Expiration Date:	November 5, 2021

HEXAGON

Notes:

A twelve (12) month subscription for HxGN OnCall Dynamo Curriculum E-Learning courses is included in the Cloud Consulting Services provided. A separate quote for additional twelve (12) month renewals of the HxGN OnCall Dynamo Curriculum may be provided upon request.

Pricing for this Order is valid until November 5, 2021. If not fully executed by quote Expiration Date, pricing will increase an additional 5%.

Any commercial Off-the-shelf product information Hexagon has shared with its audience during the proposal / contract activities to date, were 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 does not commit to develop the future features, functions and products discussed in this material beyond that which is specifically committed to be provided by Hexagon as part of the intended contract. The audience of this material should not factor any future features, functions or products into its current buying decision since there is no assurance that such future features, functions or products will be developed. When and if these future features, functions or products are developed, they will generally be available for licensing by Hexagon.

To place an order against this quotation, please either fill in the required information below and have an authorized representative of your company sign this quotation, have your company issue a purchase order with the required information below and reference this quotation number, or have your company remit payment via one of the methods described in the billing and payment instructions that follow, making sure to include a reference to this quotation number. Please submit the signed quotation, your purchase order, or payment to the Order Administration desk in accordance with the contact information provided below. This agreement shall only become binding and effective upon the written acceptance by Hexagon or the first delivery of the products/services within this quotation. The terms and conditions of this quotation cannot be superseded, altered, modified, or amended by subsequent Purchase Order or writing received from customer without the express written consent of Hexagon.

Attn: Hexagon Administration
Intergraph Corporation
P. O. Box 240000
Huntsville, AL 35813
Phone: (256) 730-2705
Fax Numbers: 800-239-2972 or 256-730-6089
Email: ordersall.si@hexagon.com

Intergraph Corporation doing business as "a member of the Hexagon Group of Companies".
305 Intergraph Way, Madison AL 35758
Phone: (256) 730-2389

HEXAGON

City of Huntington Beach, CA

Signature: _____

Printed Name: _____

Phone: _____

Date: _____

PO reference (if required for invoicing): _____

APPROVED AS TO FORM

By:_____
MICHAEL E. GATES
CITY ATTORNEY
CITY OF HUNTINGTON BEACH

Please check to indicate payment and billing instructions:

☐ My PURCHASE ORDER (PO) is attached. (Your order will be processed upon written acceptance by Hexagon. Terms and conditions printed on a customer PO shall not supersede the applicable terms and conditions attached to this quotation.)

PO Number: _____ PO Amount: _____

☐ I wish to pay by CREDIT CARD. Hexagon will contact you to obtain the credit card number. Please provide the name and telephone number of the credit card holder below. (Your order will be processed upon written acceptance by Hexagon and upon authorization/approval of your credit card.)

Name as it appears on Credit Card: _____

Telephone number of Cardholder: _____

☐ Signature of Cardholder: _____

☐ INVOICE ME based on my returning this signed acceptance sheet. (Your order will be processed upon written acceptance by Hexagon and upon credit approval.)

My CHECK payable to *Intergraph Corporation* has been sent to the following address

Intergraph Corporation
7104 Solution Center
Chicago, IL 60677-7001

☐ (Your order will be processed upon written acceptance by Hexagon and after your check clears - approximately 5 days after receipt by our lockbox.)

Check Number: _____ Check Amount _____

My DOMESTIC WIRE PAYMENT has been wired to :

☐ ABA Number: 021000018
Bank Name: Bank of New York Mellon, New York
Favor of: Bank: SEB(Skandinaviska Enskilda Banken)
Account Number: 890 043 9688
For further credit to Beneficiary: Intergraph Corporation b/a a member of the Hexagon Group of Companies, Account #00007583

My ACH PAYMENT has been sent to:

Account Number: 1030429611
Company Name: Intergraph Corporation SGI
Routing Number: 043000096
Beneficiary Bank Name: PNC Bank N.A.
Address: Pittsburgh, PA 15222
Phone# 1-877-824-5001, Opt 1 and Opt 3
Contact: Lockbox Group, Product Client Services

(Your order will be processed upon written acceptance by Hexagon.)

CLOUD SERVICES SCHEDULE

PRODUCT:
HCL1227 – HxGN OnCall Dispatch | Call-Taker Interface

CLOUD PLATFORM PROVIDER:
Azure

REDUNDANCY:
Azure/SQL Active Geo-replication

SERVICE LEVEL:
99.95% Availability

SERVICE CREDIT:
10% of the monthly fee for this Cloud Application

CLOUD SERVICES SUPPORT AVAILABILITY HOURS:
For Level One Error (P1) telephone support is available 24x7x365; for all other errors telephone support is available between 07:00 – 19:00 CT US.

ERROR CLASSIFICATION	RESPONSE TIME
Level One (P1)	Within 30 minutes of notification
Level Two (P2)	M-F, 7:00AM-7:00PM Central Time – Within one hour of notification during normal business hours
Level Three (P3)	M-F, 7:00AM-7:00PM Central Time – Within eight hours of notification during normal business hours
Level Four (P4)	M-F, 7:00AM-7:00PM Central Time – Within eight hours of notification during normal business hours

CLOUD SERVICES SCHEDULE

PRODUCT:
HCL2110-CA – HxGN OnCall Records | NIBRS - California

CLOUD PLATFORM PROVIDER:
Azure

REDUNDANCY:
Azure/SQL Active Geo-replication

BUSINESS CONTINUITY:
Azure/Paired Regions

SERVICE LEVEL:
Azure/Paired Regions, 99.95% Availability

SERVICE CREDIT:
10% of the monthly fee for this Cloud Application

CLOUD SERVICES SUPPORT AVAILABILITY HOURS:
For Level One Error (P1) telephone support is available 24x7x365; for all other errors telephone support is available between 07:00 – 19:00 CT US.

ERROR CLASSIFICATION	RESPONSE TIME
Level One (P1)	Within 30 minutes of notification
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Level Three (P3)	M-F, 7:00AM-7:00PM Central Time – Within eight hours of notification during normal business hours
Level Four (P4)	M-F, 7:00AM-7:00PM Central Time – Within eight hours of notification during normal business hours

CLOUD SERVICES SCHEDULE

PRODUCT:
HCL2100 – HxGN OnCall Records | NIBRS - Federal

CLOUD PLATFORM PROVIDER:
Azure

REDUNDANCY:
Azure/SQL Active Geo-replication

SERVICE LEVEL:
99.95% Availability

SERVICE CREDIT:
10% of the monthly fee for this Cloud Application

CLOUD SERVICES SUPPORT AVAILABILITY HOURS:
For Level One Error (P1) telephone support is available 24x7x365; for all other errors telephone support is available between 07:00 – 19:00 CT US.

ERROR CLASSIFICATION	RESPONSE TIME
Level One (P1)	Within 30 minutes of notification
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Level Three (P3)	M-F, 7:00AM-7:00PM Central Time – Within eight hours of notification during normal business hours
Level Four (P4)	M-F, 7:00AM-7:00PM Central Time – Within eight hours of notification during normal business hours

CLOUD SERVICES SCHEDULE

PRODUCT:
HCL2311– HxGN OnCall Analytics – Author – Cloud

CLOUD PLATFORM PROVIDER:
Azure

REDUNDANCY:
Azure/SQL Active Geo-replication

SERVICE LEVEL:
99.95% Availability

SERVICE CREDIT:
10% of the monthly fee for this Cloud Application

CLOUD SERVICES SUPPORT AVAILABILITY HOURS:
For Level One Error (P1) telephone support is available 24x7x365; for all other errors telephone support is available between 07:00 – 19:00 CT US.

ERROR CLASSIFICATION	RESPONSE TIME
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Level Three (P3)	M-F, 7:00AM-7:00PM Central Time – Within eight hours of notification during normal business hours
Level Four (P4)	M-F, 7:00AM-7:00PM Central Time – Within eight hours of notification during normal business hours

CLOUD SERVICES SCHEDULE

PRODUCT:
HCL2312– HxGN OnCall Analytics – Dispatch Models - Cloud

CLOUD PLATFORM PROVIDER:
Azure

REDUNDANCY:
Azure/Geo-replication

BUSINESS CONTINUITY:
Azure/Availability Zones

SERVICE LEVEL:
Azure/Availability Zones, 99.95% Availability

SERVICE CREDIT:
10% of the monthly fee for this Cloud Application

CLOUD SERVICES SUPPORT AVAILABILITY HOURS:
For Level One Error (P1) telephone support is available 24x7x365; for all other errors telephone support is available between 07:00 – 19:00 CT US.

ERROR CLASSIFICATION	RESPONSE TIME
Level One (P1)	Within 30 minutes of notification
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Level Three (P3)	M-F, 7:00AM-7:00PM Central Time – Within eight hours of notification during normal business hours
Level Four (P4)	M-F, 7:00AM-7:00PM Central Time – Within eight hours of notification during normal business hours

CLOUD SERVICES SCHEDULE

PRODUCT:
HCL2313– HxGN OnCall Analytics – Records Data Models - Cloud

CLOUD PLATFORM PROVIDER:
Azure

REDUNDANCY:
Azure/Geo-replication

BUSINESS CONTINUITY:
Azure/Availability Zones

SERVICE LEVEL:
Azure/Availability Zones, 99.95% Availability

SERVICE CREDIT:
10% of the monthly fee for this Cloud Application

CLOUD SERVICES SUPPORT AVAILABILITY HOURS:
For Level One Error (P1) telephone support is available 24x7x365; for all other errors telephone support is available between 07:00 – 19:00 CT US.

ERROR CLASSIFICATION	RESPONSE TIME
Level One (P1)	Within 30 minutes of notification
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Level Three (P3)	M-F, 7:00AM-7:00PM Central Time – Within eight hours of notification during normal business hours
Level Four (P4)	M-F, 7:00AM-7:00PM Central Time – Within eight hours of notification during normal business hours

CLOUD SERVICES SCHEDULE

PRODUCT:
HCL2310– HxGN OnCall Analytics – Viewer - Cloud

CLOUD PLATFORM PROVIDER:
Azure

REDUNDANCY:
Azure/Geo-replication

BUSINESS CONTINUITY:
Azure/Availability Zones

SERVICE LEVEL:
Azure/Availability Zones, 99.95% Availability

SERVICE CREDIT:
10% of the monthly fee for this Cloud Application

CLOUD SERVICES SUPPORT AVAILABILITY HOURS:
For Level One Error (P1) telephone support is available 24x7x365; for all other errors telephone support is available between 07:00 – 19:00 CT US.

ERROR CLASSIFICATION	RESPONSE TIME
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Level Three (P3)	M-F, 7:00AM-7:00PM Central Time – Within eight hours of notification during normal business hours
Level Four (P4)	M-F, 7:00AM-7:00PM Central Time – Within eight hours of notification during normal business hours

CLOUD SERVICES SCHEDULE

PRODUCT:
HCL1202 – HxGN OnCall Dispatch | Mobile Unit

CLOUD PLATFORM PROVIDER:
Azure

REDUNDANCY:
Azure/SQL Active Geo-replication

SERVICE LEVEL:
99.95% Availability

SERVICE CREDIT:
10% of the monthly fee for this Cloud Application

CLOUD SERVICES SUPPORT AVAILABILITY HOURS:
For Level One Error (P1) telephone support is available 24x7x365; for all other errors telephone support is available between 07:00 – 19:00 CT US.

ERROR CLASSIFICATION	RESPONSE TIME
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Level Three (P3)	M-F, 7:00AM-7:00PM Central Time – Within eight hours of notification during normal business hours
Level Four (P4)	M-F, 7:00AM-7:00PM Central Time – Within eight hours of notification during normal business hours

CLOUD SERVICES SCHEDULE

PRODUCT:
HCL1122 – HxGN OnCall Dispatch | Advantage

CLOUD PLATFORM PROVIDER:

Azure

REDUNDANCY:

Azure/SQL Active Geo-replication

SERVICE LEVEL:

99.95% Availability

SERVICE CREDIT:

10% of the monthly fee for this Cloud Application

CLOUD SERVICES SUPPORT AVAILABILITY HOURS:

For Level One Error (P1) telephone support is available 24x7x365; for all other errors telephone support is available between 07:00 – 19:00 CT US.

ERROR CLASSIFICATION	RESPONSE TIME
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Level Three (P3)	M-F, 7:00AM-7:00PM Central Time – Within eight hours of notification during normal business hours
Level Four (P4)	M-F, 7:00AM-7:00PM Central Time – Within eight hours of notification during normal business hours

CLOUD SERVICES SCHEDULE

PRODUCT:
HCL1195 – HxGN OnCall Dispatch | RestAPI

CLOUD PLATFORM PROVIDER:
Azure

REDUNDANCY:
Azure/SQL Active Geo-replication

SERVICE LEVEL:
99.95% Availability

SERVICE CREDIT:
10% of the monthly fee for this Cloud Application

CLOUD SERVICES SUPPORT AVAILABILITY HOURS:
For Level One Error (P1) telephone support is available 24x7x365; for all other errors telephone support is available between 07:00 – 19:00 CT US.

ERROR CLASSIFICATION	RESPONSE TIME
Level One (P1)	Within 30 minutes of notification
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Level Three (P3)	M-F, 7:00AM-7:00PM Central Time – Within eight hours of notification during normal business hours
Level Four (P4)	M-F, 7:00AM-7:00PM Central Time – Within eight hours of notification during normal business hours

CLOUD SERVICES SCHEDULE

PRODUCT:
HCL1167 – HxGN OnCall Dispatch | Call-Taker

CLOUD PLATFORM PROVIDER:
Azure

REDUNDANCY:
Azure/SQL Active Geo-replication

SERVICE LEVEL:
99.95% Availability

SERVICE CREDIT:
10% of the monthly fee for this Cloud Application

CLOUD SERVICES SUPPORT AVAILABILITY HOURS:
For Level One Error (P1) telephone support is available 24x7x365; for all other errors telephone support is available between 07:00 – 19:00 CT US.

ERROR CLASSIFICATION	RESPONSE TIME
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Level Three (P3)	M-F, 7:00AM-7:00PM Central Time – Within eight hours of notification during normal business hours
Level Four (P4)	M-F, 7:00AM-7:00PM Central Time – Within eight hours of notification during normal business hours

CLOUD SERVICES SCHEDULE

PRODUCT:
HCL1196 – HxGN OnCall Dispatch | Informer

CLOUD PLATFORM PROVIDER:
Azure

REDUNDANCY:
Azure/SQL Active Geo-replication

SERVICE LEVEL:
99.95% Availability

SERVICE CREDIT:
10% of the monthly fee for this Cloud Application

CLOUD SERVICES SUPPORT AVAILABILITY HOURS:
For Level One Error (P1) telephone support is available 24x7x365; for all other errors telephone support is available between 07:00 – 19:00 CT US.

ERROR CLASSIFICATION	RESPONSE TIME
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Level Four (P4)	M-F, 7:00AM-7:00PM Central Time – Within eight hours of notification during normal business hours

CLOUD SERVICES SCHEDULE

PRODUCT:
HCL3209 – HxGN OnCall Dispatch | Mobile Responder (Optional)

CLOUD PLATFORM PROVIDER:
Azure

REDUNDANCY:
Azure/SQL Active Geo-replication

SERVICE LEVEL:
99.95% Availability

SERVICE CREDIT:
10% of the monthly fee for this Cloud Application

CLOUD SERVICES SUPPORT AVAILABILITY HOURS:
For Level One Error (P1) telephone support is available 24x7x365; for all other errors telephone support is available between 07:00 – 19:00 CT US.

ERROR CLASSIFICATION	RESPONSE TIME
Level One (P1)	Within 30 minutes of notification
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Level Three (P3)	M-F, 7:00AM-7:00PM Central Time – Within eight hours of notification during normal business hours
Level Four (P4)	M-F, 7:00AM-7:00PM Central Time – Within eight hours of notification during normal business hours

CLOUD SERVICES SCHEDULE

PRODUCT:
HCL3213– HxGN OnCall Integration Engine (Azure cloud)

CLOUD PLATFORM PROVIDER:
Azure

REDUNDANCY:
Azure/Geo-replication

SERVICE LEVEL:
99.95% Availability

SERVICE CREDIT:
10% of the monthly fee for this Cloud Application

CLOUD SERVICES SUPPORT AVAILABILITY HOURS:
For Level One Error (P1) telephone support is available 24x7x365; for all other errors telephone support is available between 07:00 – 19:00 CT US.

ERROR CLASSIFICATION	RESPONSE TIME
Level One (P1)	Within 30 minutes of notification
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Level Three (P3)	M-F, 7:00AM-7:00PM Central Time – Within eight hours of notification during normal business hours
Level Four (P4)	M-F, 7:00AM-7:00PM Central Time – Within eight hours of notification during normal business hours

CLOUD SERVICES SCHEDULE

PRODUCT:
HCL0017 – HxGN OnCall Records | Concurrent User License

CLOUD PLATFORM PROVIDER:
Azure

REDUNDANCY:
Azure/SQL Active Geo-replication

BUSINESS CONTINUITY:
Azure/Availability Zones

SERVICE LEVEL:
Azure/Availability Zones, 99.95% Availability

SERVICE CREDIT:
10% of the monthly fee for this Cloud Application

CLOUD SERVICES SUPPORT AVAILABILITY HOURS:
For Level One Error (P1) telephone support is available 24x7x365; for all other errors telephone support is available between 07:00 – 19:00 CT US.

ERROR CLASSIFICATION	RESPONSE TIME
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Level Three (P3)	M-F, 7:00AM-7:00PM Central Time – Within eight hours of notification during normal business hours
Level Four (P4)	M-F, 7:00AM-7:00PM Central Time – Within eight hours of notification during normal business hours

CLOUD SERVICES SCHEDULE

PRODUCT:
HCL0018 – HxGN OnCall Records | Jail

CLOUD PLATFORM PROVIDER:
Azure

REDUNDANCY:
Azure/SQL Active Geo-replication

SERVICE LEVEL:
99.95% Availability

SERVICE CREDIT:
10% of the monthly fee for this Cloud Application

CLOUD SERVICES SUPPORT AVAILABILITY HOURS:
For Level One Error (P1) telephone support is available 24x7x365; for all other errors telephone support is available between 07:00 – 19:00 CT US.

ERROR CLASSIFICATION	RESPONSE TIME
Level One (P1)	Within 30 minutes of notification
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Level Three (P3)	M-F, 7:00AM-7:00PM Central Time – Within eight hours of notification during normal business hours
Level Four (P4)	M-F, 7:00AM-7:00PM Central Time – Within eight hours of notification during normal business hours

CLOUD SERVICES SCHEDULE

PRODUCT:
HCL0016 – HxGN OnCall Records | Sever License

CLOUD PLATFORM PROVIDER:
Azure

REDUNDANCY:
Azure/SQL Active Geo-replication

BUSINESS CONTINUITY:
Azure/Availability Zones

SERVICE LEVEL:
Azure/Availability Zones, 99.95% Availability

SERVICE CREDIT:
10% of the monthly fee for this Cloud Application

CLOUD SERVICES SUPPORT AVAILABILITY HOURS:
For Level One Error (P1) telephone support is available 24x7x365; for all other errors telephone support is available between 07:00 – 19:00 CT US.

ERROR CLASSIFICATION	RESPONSE TIME
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Level Four (P4)	M-F, 7:00AM-7:00PM Central Time – Within eight hours of notification during normal business hours

CLOUD SERVICES SCHEDULE

PRODUCT:
HCL1106 – RapidSOS OnCall Call-Taker Interface

CLOUD PLATFORM PROVIDER:

Azure

REDUNDANCY:

Azure/SQL Active Geo-replication

SERVICE LEVEL:

99.95% Availability

SERVICE CREDIT:

10% of the monthly fee for this Cloud Application

Additional Note:
This Cloud Application is an interface to third party software. Availability and the ability to access the Cloud Application is conditioned upon the accessibility, availability, operation, and version of the third party software with which this Cloud Application will interface. Deviation from those requirements by the third party software would constitute an Exception.

CLOUD SERVICES SUPPORT AVAILABILITY HOURS:

For Level One Error (P1) telephone support is available 24x7x365; for all other errors telephone support is available between 07:00 – 19:00 CT US.

ERROR CLASSIFICATION	RESPONSE TIME
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Level Four (P4)	M-F, 7:00AM-7:00PM Central Time – Within eight hours of notification during normal business hours

Training Program Statement

The Training Curricula made the subject of this Training Program Statement is identified by product name in the table below, together with information specific to that Training Curricula.

Dynamo Curriculum: HxGN OnCall Analytics – Admin (cloud)	
Curriculum Number	HXTC0005

Curriculum Description	The HxGN OnCall Analytics – Admin (cloud) curriculum provides a series of self-paced e-learning courses that covers the administration of the HxGN OnCall Analytics application. Topics include:
	• Review the HxGN OnCall Analytics architecture
	• Review users and roles
	• Reviewing security and access settings
	  • Initial ETL run
	  • Schedule incremental ETL runs
	• Overview of the ETL
	  • Initial ETL run
	  • Schedule incremental ETL runs

Prerequisites	None
Course Materials	Access to e-learning courses Electronic copy of any lab guides
Delivery Method	Online/On-Demand
Target Audience	Administrator for HxGN OnCall Analytics
User requirements (supplied by customer)	Computer/laptop, internet access
Training Terms This Training Curricula will be delivered by an online on-demand method; named users will have access to the curricula for twelve (12) months from order date. Training Curricula content may change during this access timeframe with course updates and additions. Customer must complete a worksheet provided by Hexagon providing user first and last name, email address, country, and curriculum assignment for named-user creation and training assignment in the Dynamo learning management system. For reporting on student's progress, a training administrator or manager name should be included in the email communication. **Download the worksheet _here._**	

Training Program Statement
The Training Curricula made the subject of this Training Program Statement is identified by product name in the table below, together with information specific to that Training Curricula.

Dynamo Curriculum: HxGN OnCall Analytics – User (cloud)	
Curriculum Number	HXTC0006
Curriculum Description	The HxGN OnCall Analytics – User (cloud) curriculum provides a series of self-paced e-learning courses that covers all aspects and operations of the HxGN OnCall Analytics application, including the following course objectives: • Learn how to access the application • Review the different user roles • Explore the application's display • Examine how to view and run Power BI Reports • Become familiar with the interactive capabilities in Power BI Reports • Learn how to create new reports • Review the analysis ready Dispatch models available to allow easy analysis of your data • Review the analysis ready Records models available to allow easy analysis of your data
Prerequisites	None
Course Materials	Access to e-learning courses Electronic copy of any lab guides
Delivery Method	Online/On-Demand
Target Audience	User for HxGN OnCall Analytics
User requirements (supplied by customer)	Computer/laptop, internet access
Training Terms This Training Curricula will be delivered by an online on-demand method; named users will have access to the curricula for twelve (12) months from order date. Training Curricula content may change during this access timeframe with course updates and additions. Customer must complete a worksheet provided by Hexagon providing user first and last name, email address, country, and curriculum assignment for named-user creation and training assignment in the Dynamo learning management system. For reporting on student's progress, a training administrator or manager name should be included in the email communication. **Download the worksheet *here.***	

Training Program Statement
The Training Curricula made the subject of this Training Program Statement is identified by product name in the table below, together with information specific to that Training Curricula.

Dynamo Curriculum: HxGN OnCall Dispatch – Admin (cloud)	
Curriculum Number	HXTC0001
Curriculum Description	The HxGN OnCall Dispatch – Admin (cloud) curriculum introduces the HxGN OnCall Dispatch administrator to necessary tasks to administer the system, plus delivers lab exercises for hands-on training. Topics include: • Reviewing the HxGN OnCall Dispatch suite • Setting up an agency and the static associated with that agency, including users, resources, and type codes • Configuring parameters that control aspects and behaviors of the system • Designing the user interface elements including screen layouts, localized strings, map layers, and command lines • Manipulating response and deployment plans • Managing geographic data definitions • Defining notifications such as visual and audible alerts • Mobile admin overview including searches, queries, events, alerts, positional information, and monitor location
Prerequisites	None
Course Materials	Access to e-learning courses Electronic copy of any lab guides
Delivery Method	Online/On-Demand
Target Audience	Cloud Administrators for HxGN OnCall Dispatch
User requirements (supplied by customer)	Computer/laptop, internet access
Training Terms This Training Curricula will be delivered by an online on-demand method; named users will have access to the curricula for twelve (12) months from order date. Training Curricula content may change during this access timeframe with course updates and additions. Customer must complete a worksheet provided by Hexagon providing user first and last name, email address, country, and curriculum assignment for named-user creation and training assignment in the Dynamo learning management system. For reporting on student's progress, a training administrator or manager name should be included in the email communication. **Download the worksheet here.**	

Training Program Statement
The Training Curricula made the subject of this Training Program Statement is identified by product name in the table below, together with information specific to that Training Curricula.

Dynamo Curriculum: HxGN OnCall Dispatch – User (cloud)	
Curriculum Number	HXTC0002
Curriculum Description	The HxGN OnCall Dispatch – User (cloud) curriculum introduces the HxGN OnCall Dispatch User to necessary tasks and delivers lab exercises for hands-on training. Topics include: • Accessing the system • Understanding the application layout • Using the map • Creating events and understanding locations • Updating and modifying events • Performing inquiries in the system including event and unit history type searches • Logging on and off units • Dispatching and changing status of units • Facility related functions including diversion and transport commands • Sending messages and broadcasts • Performing NCIC inquiries • Using mobile specific functions • Using Smart Advisor including agents, missions, and notifications
Prerequisites	None
Course Materials	Access to e-learning courses Electronic copy of any lab guides
Delivery Method	Online/On-Demand
Target Audience	Users for HxGN OnCall Dispatch Advantage
User requirements (supplied by customer)	Computer/laptop, internet access

Training Terms
This Training Curricula will be delivered by an online on-demand method; named users will have access to the curricula for twelve (12) months from order date. Training Curricula content may change during this access timeframe with course updates and additions. Customer must complete a worksheet provided by Hexagon providing user first and last name, email address, country, and curriculum assignment for named-user creation and training assignment in the Dynamo learning management system. For reporting on student's progress, a training administrator or manager name should be included in the email communication. **Download the worksheet here.**

Training Program Statement
The Training Curricula made the subject of this Training Program Statement is identified by product name in the table below, together with information specific to that Training Curricula.

Dynamo Curriculum: HxGN OnCall Records – Admin (cloud)	
Curriculum Number	HXTC0003
Curriculum Description	The HxGN OnCall Records – Admin (cloud) instructs the HxGN OnCall Records administrator in necessary tasks to administer the system, plus delivers lab exercises for hands-on training. Topics include: • Reviewing the HxGN OnCall Records suite • Reviewing components of the system • Setting up an agency • Performing code maintenance • Setting up permission groups • Customizing the user interface • Understanding master index records • Sealing and expunging records • Troubleshooting and maintenance • Understanding the network and environment • Mobile records admin overview
Prerequisites	None
Course Materials	Access to e-learning courses Electronic copy of any lab guides
Delivery Method	Online/On-Demand
Target Audience	Administrator for HxGN OnCall Records
User requirements (supplied by customer)	Computer/laptop, internet access

Training Terms
This Training Curricula will be delivered by an online on-demand method; named users will have access to the curricula for twelve (12) months from order date. Training Curricula content may change during this access timeframe with course updates and additions. Customer must complete a worksheet provided by Hexagon providing user first and last name, email address, country, and curriculum assignment for named-user creation and training assignment in the Dynamo learning management system. For reporting on student's progress, a training administrator or manager name should be included in the email communication. **Download the worksheet here.**

Training Program Statement
The Training Curricula made the subject of this Training Program Statement is identified by product name in the table below, together with information specific to that Training Curricula.

Dynamo Curriculum: HxGN OnCall Records – User (cloud)	
Curriculum Number	HXTC0004
Curriculum Description	The HxGN OnCall Records – User (cloud) curriculum introduces the HxGN OnCall Records user to necessary tasks and delivers lab exercises for hands-on training. Topics include: • Accessing the system • Understanding and navigating the application layout • Overview of records components, the action panel and security • Understanding Records modules: reports, master indices, search, investigations, courts, jail management, traffic, evidence management, department, and other information • Using the map • Mobile records functions
Prerequisites	None
Course Materials	Access to e-learning courses Electronic copy of any lab guides
Delivery Method	Online/On-Demand
Target Audience	User for HxGN OnCall Records
User requirements (supplied by customer)	Computer/laptop, internet access

Training Terms
This Training Curricula will be delivered by an online on-demand method; named users will have access to the curricula for twelve (12) months from order date. Training Curricula content may change during this access timeframe with course updates and additions. Customer must complete a worksheet provided by Hexagon providing user first and last name, email address, country, and curriculum assignment for named-user creation and training assignment in the Dynamo learning management system. For reporting on student's progress, a training administrator or manager name should be included in the email communication. **Download the worksheet here.**

Statement of Work

for

HxGN OnCall Dispatch

Cloud Consulting Services

TABLE OF CONTENTS

1. PURPOSE

The SOW describes the Cloud Consulting Services for the Dispatch Cloud Program. It documents: Project implementation requirements, Cloud Application and Local Software functionality, the Activities and Tasks comprising the Project, the timeframe for completion of Activities and Tasks, the responsibilities for each Party, and the Task Acceptance Criteria.

2. STATEMENT OF WORK OUTLINE

The Services reflected in this SOW, exclusive of the Services described in Attachments J (Interface Addendum) and K (Additional Services), are included in the Quote line item, "Dispatch Cloud Program Implementation Services." Services for Interfaces and Additional Services are reflected in Attachments I and J, if any, and separately identified in the Quote.

The SOW includes and incorporates the following Attachments:

- Attachment A – Initial Project Schedule
- Attachment B –Training Courses Curriculum
- Attachment C – Glossary of Terms
- Attachment D – CJIS Security Addendum
- Attachment E – Cloud Application System Requirements
- Attachment F – GIS Requirements for the HXGN OnCall Dispatch System
- Attachment G – Static Data Elements
- Attachment H – IOC Test Scenarios
- Attachment I – Technical Matrix
- Attachment J – Interface Addendum
- Attachment K -- Additional Services

Each task identified in the SOW includes the following as necessary: Task Description, description of Activities, Task Deliverables, Task Prerequisites and Assumptions, Hexagon/Customer Team Participation and Responsibilities, and Task Acceptance Criteria. The Tasks described in this SOW may not be listed chronologically, and the actual Project implementation Tasks and timelines will follow the Project Schedule, unless otherwise noted.

3. ORDER AND DEFINED TERMS

This SOW, together with the attached Quote, is an Order made pursuant to the Master Terms identified in the Quote. Execution of the Quote accompanying this SOW reflects the Customer's acceptance of the Order. This SOW describes the Cloud Consulting Services and other Software (if purchased) provided by Hexagon in connection with the initial implementation of the Dispatch Cloud Program. To the extent purchased, Cloud Consulting Services to implement OnCall Records or OnCall Analytics are provided in a separate SOW and are considered part of the Cloud Consulting Services Order. Hexagon will provide the Cloud Consulting Services to facilitate implementation of the Dispatch Cloud Program as expressly set forth in this SOW (the "Project"). Unless otherwise defined in this SOW, capitalized terms shall have the same meaning as set forth in the Common Terms Glossary and Attachment C (Glossary) attached hereto.

Execution of the Quote for the Cloud Consulting Services Order reflects the Customer's acceptance of the Order, including this SOW and any other SOWs made part of the Cloud Consulting Services Order.

4. PROJECT OUTLINE

The Project consists of two (2) phases: Initial Operating Capability ("IOC") and Final Operating Capability ("FOC"). During IOC, Hexagon will Onboard Static Data (defined below) for the Dispatch Cloud Program, perform IOC Testing, and provide access to online training materials. Upon IOC completion, the Dispatch Cloud Program is in a state that it can be used to perform its primary function: dispatch emergency resources in accordance with the Specifications. Completion of the Credentials Meeting within the IOC Phase also marks the Cloud Program Start Date for the Dispatch Cloud Program.

Following the completion of IOC, during the FOC phase the Customer may make additional configurations to the Cloud Program for Dispatch, perform User Acceptance Testing ("UAT"), and cutover the Dispatch Cloud Program. As part of FOC, Hexagon shall provide services to support Customer Activities as expressly described in this SOW, develop and/or implement identified Interfaces, provide a draft Cutover plan, and provide support to the Customer during Cloud Cutover.

Except for Remote Cutover Support, all Tasks reflected in this SOW are regarded as complete and accepted upon Cloud Cutover of Dispatch Cloud Program.

At any time after the IOC Credentials Meeting and before completion of the Address Blocker Errors from UAT Task, Customer may request Hexagon to change the nature of the Project from implementation of a Cloud Program to an on-premise Upgrade of OnCall Dispatch. Under such a scenario, the Dispatch software would be converted from the Dispatch Cloud Program to an on-premise Subsystem with perpetual licensed software provided as an Upgrade through Customer's then existing Support Contract. The perpetual licensed software would be licensed to the Customer in accordance with Exhibit A of the Master Terms.

Upon receiving such request, Hexagon shall provide a draft change order modifying the scope to convert the Project from the Cloud Program to an on-premise solution. Among other topics to be addressed within the change order, it will describe any change in Tasks yet to be completed; change in Project Schedule; hardware requirements; operating system, database, and third-party software requirements; additional services, and fees and credits (if any).

Depending on when in the performance of the Project the Customer elects to exercise this option, the Cloud Fees and other fees payable for Services may have to be realigned. With respect to Cloud Fees, any Cloud Fees paid for the Dispatch Cloud Program for unused months less fees obligated to Microsoft for the Azure annual expenses encumbered through this Order (i.e., months remaining on the Cloud subscription from the date the request for the Change Order is made) shall be converted to project credit and applied towards any Services arising under this Project, any other project, or Maintenance Services. The Customer will be required to keep and have kept its I/CAD Software Products under a valid and continuous Support Contract to exercise this option.

To the extent Customer elects to exercise this option, it shall do so also for Records and Analytics such that all Subsystems will be implemented in an on-premise environment.

5. CLOUD PROGRAM FUNCTIONALITY AND SUPPORT

As part of the Cloud Program, Hexagon shall provide Credentials/License Keys to the COTS Cloud Applications identified in the Quote and any other Software purchased. The Dispatch Cloud Program shall have the capabilities and functionality set forth in the Specifications, which reflects all of the functionality Hexagon is obligated to provide in the Dispatch Cloud Program. User Acceptance Testing shall only test for conformance to the Specifications. Errors identified during testing are addressed in accordance with the terms related to Cloud Services Support. Only Blocker Errors are required to be resolved prior to Cloud Cutover. This scope does not include any Product Change Requests.

As part of the Dispatch Cloud Program, the Customer will have access to various Cloud Environments: Production, Development, and Staging. This Project contemplates most Activities occurring in the Development Environment. After the Dispatch Cloud Program is declared a Production Ready System and prior to Cloud Cutover, Hexagon will replicate the Development Environment to the Production Environment, and Staging Environment. If the Customer elects to hold Cloud Cutover prior to Hexagon replicating the Development Environment into the Production and Staging Environments, the Customer shall notify Hexagon of such intent whereby Hexagon will replicate the Development Environment in the Production and Staging Environments and provide the corresponding Credentials to Customer. At such time, the Project shall be complete, and all outstanding milestones shall be invoiceable and payable.

Upon issuance of the Credentials/License Keys for the Dispatch Cloud Program, the Cloud Program Start Date shall have occurred. Consequently, Cloud Services Support will also begin at that time. The Customer is responsible for performing its Cloud Services Support obligations as reflected in the Master Terms for the duration of FOC and the remainder of the Cloud Term, as may be extended.

6. CUSTOMER PROJECT TEAM STRUCTURE

The Customer is responsible for providing qualified resources to staff the Core Team (described below) to facilitate a successful implementation of the Dispatch Cloud Program. The Core Team roles and responsibilities are described in the following sections.

Core Team Roles and Responsibilities

The Core Team (as described below) shall consist of designated agency (Customer) personnel with the various skill sets and knowledge and backgrounds required to implement OnCall Dispatch and OnCall Mobile Unit and other related Cloud Applications (excluding OnCall Records). The following list identifies the required Core Team and its respective roles and corresponding responsibilities:

- **Project Manager** – responsible for the day-to-day coordination of Project Activities on behalf of the Customer

- **System Administrator Personnel** – responsible for all system administration and configuration responsibilities related to the Dispatch Cloud Program

- **GIS Administrator** – responsible for managing Azure Maps in the Dispatch Cloud Program

- **Subject Matter Experts** (i.e. dispatchers, call takers, mobile users, supervisory personnel, IT, networking) – responsible for representing end-users' needs and providing specific IT/networking expertise to the Core Team

7. PROJECT ASSUMPTIONS AND RESPONSIBILITIES

The following reflects the assumptions and responsibilities regarding the Project. Changes in any of the assumptions will affect the scope, Project Schedule, and/or cost of the Project.

Agreement and Schedule Assumptions

- This Cloud Consulting Services Order and the Cloud Program Order have been executed by the Customer, accepted by Hexagon, and the Customer has provided a notice to proceed, Purchase Orders (PO) for both Orders, or written confirmation only the execution of the Orders is necessary to bind the Customer.

- The Customer shall perform its assigned Activities set forth in this SOW in the timeframe identified within the Initial Project Schedule (Attachment A) and Project Schedule developed as part of Task: "Project Kickoff Meeting," as modified from time to time. If the Customer requests Hexagon extend the Initial Project Schedule or any subsequent Project Schedule, it acknowledges additional Consulting Services may be necessary for which a Change Order will be required.

- Hexagon will have timely access to Customer Project staff in accordance with the Project Schedule and Tasks. Customer shall make additional personnel available on a priority basis, as needed, to provide subject matter expertise to complete this Project.

- Customer shall have at least one (1): Project Manager, System Administrator, technical resource(s), and SME available to perform and/or support all Customer responsibilities and timely respond to Hexagon requests.

- The Customer shall provide Hexagon with or access to all data, documents, plans, reports, and diagrams, related to this Project and Hexagon responsibilities for this Project.

- Unless otherwise noted 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 electronic format.

- Customer shall conform to the requirements of the Master Terms, including, but not limited to, those provisions related to the Cloud Program, at all times.

- Unless expressly stated in this SOW, all Hexagon Activities will be performed remotely.

- If the Customer desires additional Services from Hexagon, the Parties can either enter into a separate Order for those Services or enter into a Change Order to explicitly modify this Order. Except for those Services expressly identified as being performed by Hexagon herein, it is not obligated to provide any other or additional Services under this Order.

- Notwithstanding anything to the contrary within the Master Terms, the Customer shall substantively respond to the delivery of a sign-off form within ten (10) Business Days as part of the Task Acceptance Process.

- Historical data conversion or importation is not included in this Project, unless otherwise specified in Attachment K – Additional Services.

- Except for the Cutover Task, Hexagon shall provide its Services only during normal Business Hours.

- For meeting or workshops involving both the Customer and Hexagon there will be at least a fifteen (15) minute break every two (2) hours with a one (1) hour meal break for events scheduled to last an entire day (eight (8) hours).

Hardware and Software Assumptions

- Local Software, if any, will be electronically delivered to the Local Environment.

- To the extent Local Software is delivered as part of this SOW, the Customer shall provide access to its Local Environment to Hexagon for the duration of the Project.

- No Local Software will be delivered during the IOC Phase.

- The Customer shall purchase, install, and test all physical client hardware comprising the Local Environment.

- The Customer will ensure its hardware, operating system software, and other third-party products/environments conform with Attachment E – Cloud Application System Requirements.

- Customer shall purchase all applicable operating systems and software in the Local Environment, including, but not limited to, client workstations, and ensure such operating systems and software meet the minimum requirements as defined in Attachment E Cloud Application System Requirements.

- Customer shall be responsible for the wired and wireless connectivity between servers/clients and clients/clients and with the Cloud Applications.

- To the extent the Customer desires to use the Dispatch Cloud Program 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, reduced performance, compromised functionality, or other unintended consequences arising from such use. The Customer also shall not withhold acceptance of any Task or the Cloud Program due to such use.

System Access/CJIS Assumptions

- The Cloud Program shall store data (in either transit or at rest) in the Cloud Environment, which is within Microsoft Azure Government Cloud. Customer is solely responsible for (i) assuring it is permitted by appropriate State agencies to transmit CJI and store data (in either transit or at rest) in the Cloud Environment and (ii) otherwise complying with and ensuring this Project and the Cloud Program to be provided does not violate applicable State CJIS policies.

- Through inclusion of Attachment D -- CJIS Security Addendum, Hexagon acknowledges and agrees to comply with its limited obligations applicable to a software vendor provided under CJIS.

- Customer shall purchase, install, configure, and administer its Network Infrastructure, including, but not limited to, its WAN/LAN and wireless infrastructure. Customer's wireless infrastructure shall be the same for all agencies

- Upon Customer request, Hexagon personnel accessing the Customer's Cloud Program will 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, Hexagon shall provide a completed fingerprint card completed by a law enforcement agency located within the United States with that agency's specific ORI.   Hexagon shall pay the fees for having the fingerprint cards completed by a local law enforcement agency, and Customer shall be responsible for any and all fees associated with processing the completed fingerprint cards and background information.

- 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 Cloud Services and Cloud Consulting Services.

- If necessary, Hexagon shall access the Cloud Program, including Local Software, and Customer Data via SecureLink.

- The Customer is responsible for ensuring its data communications infrastructure and devices comply with CJIS and applicable State requirements.

Third-Party Assumptions

- Customer shall schedule and coordinate third-party technical resources with the skills necessary to perform and/or support all Customer Responsibilities, respond to Hexagon requests, and support the testing of Interfaces, as required.

- Customer shall maintain, in good working order, all third-party systems which will integrate with Hexagon software or on which the Hexagon software depends as part of this Project except for the Third-Party Software included as part of the Cloud Program and provided thereunder.

- 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 any

- 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

- Customer shall use ESRI Maps as its mapping service and source map within the Dispatch Cloud Program during this Project (see Attachment F).

8. TRAINING AND DEVELOPMENT

Learning how to use the Dispatch Cloud Program is foundational to making the Project successful. Hexagon shall provide the Customer access to principal guides, including the User Guide and System Administrator Guide (the "Guides"). At the Project Kickoff Meeting, Hexagon will also provide the Customer e-learning credentials (the "Base e-learning Credentials") for the courses identified below (collectively, "Base e-learning Courses") per the quantity specified in the Quote accompanying this SOW:

- *Dynamo Curriculum: HxGN OnCall Dispatch – Admin (HXTC0001)*; and

- *Dynamo Curriculum: HxGN OnCall Dispatch – User (HXTC0002)*

    - Includes Dispatch products, Mobile products, and Informer

The e-learning classes reflect Hexagon's latest learning and training tool, which can and should be used throughout the Project. The Guides and Base e-learning Credentials may be used at all times during the Project; however, the Customer's access to the Base e-learning Credentials shall end one (1) year after formation of this Order, unless otherwise renewed. The Training Statement for the Base e-learning Credentials provided in this Project, is described in Attachment B, which may be supplemented with other Training Statements for additional e-learning classes purchased and not identified in this SOW.

The Customer should take advantage of these tools during all Phases of the Project. The comprehensive use of these learning tools will facilitate a better transition to OnCall and can lead to more constructive exchanges with Hexagon resources during workshops and consulting sessions. As denoted at certain Tasks, certain prerequisites for Tasks will include Customer personnel having read the relevant sections of the Guides and/or watched the relevant e-learning class.

The part, "HxGN OnCall Dispatch - STG – CLD," is part of the Cloud Staging Environment. Notwithstanding anything to the contrary in the Master Terms and in addition to the rights provided with a Cloud Staging Environment, the Customer shall also have the right to have its Users use the Cloud Staging Environment for training purposes in like manner as if the Cloud Staging Environment was also a Cloud Training Environment.

9. PROJECT INITIATION

Prior to the Project Kickoff Meeting and after placement of the Order, the following initial Activities must be performed before any Tasks can occur:

- The Hexagon Project Manager will contact the Customer Project Manager. During this initial contact, the Hexagon Project Manager will:
  - Identify the Project Start Date, which should be within two (2) business days prior to the Project Kickoff Meeting;
  - Schedule the Project Kickoff Meeting;
  - Provide an agenda describing the goals of the Project Kickoff Meeting; and
  - Discuss factors that could affect the Project (*e.g.*, scheduling conflicts, communication factors, change management and other risk factors);

- Hexagon's Project Manager shall update the Initial Project Schedule to reflect local holidays; Hexagon resource availability; and any additional Services, Software, or other items included within the Order, identify the Project State Date, and provide the Updated Initial Project Schedule to the Customer Project Manager prior to the Project Kickoff Meeting.

- Hexagon shall provide the Customer an electronic copy of the User Guide and System Administrator Guide for OnCall Dispatch Guides as described in Section 8 of this document prior to the Project Kickoff Meeting.

- Hexagon shall provide the Customer the Base e-learning Credentials and any other e-learning credentials listed in the Quote.

10. PROJECT TASKS

IOC PHASE

1. Project Kickoff Meeting

Task Description

The objective of this Task is to confirm the updated Initial Project Schedule (Attachment A) provided on the Project Start and provide an overview of the Project. A meeting for Project Kickoff will be held remotely after the Project Start date.

The Project Kickoff Meeting will be conducted remotely and shall last no more than four (4) hours. To the extent other SOWs are included as part of this Order (i.e. SOW for OnCall Records and/or OnCall Analytics), the Project Kickoff Meeting may be extended up to two (2) hours for each additional SOW (e.g. SOW to implement Records Cloud Program) included in this Order, but in no event with the Kickoff Meeting for the entire Cloud Program last more than eight (8) hours.

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 provided within Attachment A. Prior to the Project Kickoff Meeting Task, the Customer Project Manager shall have reviewed the updated Initial Project Schedule and be in a position to succinctly identify any needed changes understanding material extensions of the Initial Project Schedule may require additional Hexagon Services to be added via a Change Order. Once the list of changes has been made to the updated Initial Project Schedule by the Hexagon Project Manager, the Hexagon Project Manager will thereafter provide the Project Schedule to the Customer Project Manager. From time to time, the Parties' Project Managers may modify the Project Schedule upon mutual written consent or upon transmission of an updated Project Schedule to the Customer Project Manager as part of a status report and the Customer Project Manager offers no objection to the updated Project Schedule within ten (10) Business Days thereafter.

As part of the Project Kickoff Meeting, Hexagon Project Manager shall provide to Customer : (i) access credentials to Hexagon online training materials and (ii) any applicable Interface Worksheets (as described in the Interface Addendum), if any. 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 the Cloud Program will integrate as contemplated in the Interface Addendum, and (iv) identify to Hexagon any perceived concerns or risks with the Project.

Task Deliverables

- Project Schedule
- Base e-learning Credentials for the Base e-learning Courses
- Applicable Interface Worksheets (as described in the Interface Addendum)

Task Prerequisites

- The following Activities must be completed prior to beginning this Task:
  - The Cloud Consulting Services Order and Cloud Program Order have been accepted in writing by the Customer and the Customer has issued to Hexagon Purchase Orders for the full amount reflected in both Quotes (or the Customer has indicated in writing it does not need to issue Purchase Orders to facilitate transactions of this type);
  - 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; and

- Customer is in compliance with Attachment E – Cloud Application System Requirements, and Attachment F -- GIS Requirements

Task Assumptions

- The Hexagon Project Manager will conduct the meeting remotely.

- The Core Team and the Hexagon Project Manager shall attend the Project Kickoff Meeting.

- The Project Kickoff Meeting will last no more than four (4) hours unless otherwise extended because other SOWs are to be discussed (as described above).

Hexagon Team Participation and Responsibilities

- The Hexagon Project Manager shall attend the Project Kickoff Meeting

- Hexagon shall:

  - Provide an overview of this Project and address non-technical questions;

  - Establish status reporting requirements (but no more frequently than once per week);

  - Provide the Customer the Base e-Learning Credentials for the Base e-learning Courses

  - Prepare the Updated Initial Project Schedule the Parties will review during the Project Kickoff Meeting.

Customer Team Participation and Responsibilities

- The Core Team shall attend the Project Kickoff Meeting.

- The Customer shall:

  - Provide Hexagon: contact information for all members of its Core Team and Executive/Departmental Sponsor, (ii) proposed alterations to the updated Initial Project Schedule, and (iii) contact information for any third-party vendors which the Cloud Program will integrate; and

  - Identify any perceived risks or concerns.

Task Acceptance Criteria

This Task is complete at the conclusion of the Project Kickoff Meeting and delivery of the Updated Initial Project Schedule to Customer.

2. Onboarding Overview

The objective of this Task is to provide an overview of how to complete the "Onboarding Worksheet" to facilitate the Dispatch Cloud Program Onboarding.

Following the Project Kickoff Meeting, Hexagon will host a remote teleconference to provide an overview of how to complete the Onboarding Worksheet ("Onboarding Overview"). The Onboarding Overview shall last no more than four (4) hours. The Onboarding Overview will consist of an overview of the Onboarding Worksheet, including, the types of information needed to complete the Onboarding Worksheet and the formatting of Customer-specific responses. At the completion of this Task, Hexagon will provide the Onboarding Worksheet the parties collaboratively worked during the Onboarding Overview to the Customer, which the Customer will complete as part of the subsequent Dispatch Cloud Program Onboarding Task if it desires to have Customer-specific Static Data.

Task Prerequisites

- The following items must be completed prior to beginning this Task:
  - Task: Project Kickoff Meeting has been completed.

Task Assumptions

- The Onboarding Overview shall be conducted remotely and last no more than four (4) hours.

Hexagon Team Participation and Responsibilities

- Hexagon will conduct the Onboarding Overview, which includes:
  - Information on the types of data covered and included within the Onboarding Worksheet; and
  - The proper formatting for responses in the Onboarding Worksheet.
- Hexagon will transmit the updated the Onboarding Worksheet to the Customer.

Customer Team Participation and Responsibilities

- Customer shall:
  - Have SMEs or other persons responsible for facilitating completion of the Onboarding Worksheet attend (and be able to see the shared computer screen) the Onboarding Overview; and
  - Provide to Hexagon the information necessary to complete tab(s) in the Onboarding Worksheet during the Onboarding Overview.

Task Acceptance Criteria

This Task is complete at the conclusion the Onboarding Overview and delivery of the Onboarding Worksheet to Customer.

3. OnCall Dispatch Map Overview

This Task introduces the Customer GIS resource(s) to the requirements and concepts involved in the development of the OnCall Dispatch map dataset. During the one (1)-day remote OnCall Dispatch Map Overview ("Map Overview"), Hexagon will present on the following topics:

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

This Map Overview will use Hexagon-provided GIS data loaded on Hexagon machines for the purposes of discussion only. 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. After this session, the Customer will be provided a document titled "OnCall Dispatch GIS Data and Service Requirements," which details the required data elements.

Map content will be provided to the OnCall Dispatch system through web services to be provided by the Customer.

Task Deliverables
- OnCall GIS Data and Service Requirements document

Task Prerequisites

The following Activities and Tasks must be completed prior to beginning this Task:

- Task: "Project Kickoff Meeting" is complete; and
- Task "OnCall Dispatch and Mobile System Overview" is complete

Task Assumptions
- The Map Overview will be conducted remotely over one (1) Business Day

Hexagon Team Participation and Responsibilities
Hexagon shall:

- Conduct the OnCall Dispatch Map Overview; and
- Provide the document titled, "OnCall GIS Data and Service Requirements."

Customer Team Participation and Responsibilities

Customer shall:

- Ensure its GIS/Map Administrator attends the Map Overview;
- Designate and assign no more than four (4) Customer mapping/GIS personnel to attend the entire workshop. Two (2) additional people may attend as observers/auditors; and
- Ensure that all appropriate Customer GIS professionals are sufficiently trained and experienced in GIS fundamentals

Task Acceptance Criteria

The Task is complete after the Map Overview is conducted.

4. Onboarding and Creation of Cloud Environment

The objective of this Task is to create and "spin-up" the Customer's Development Environment for the Dispatch Cloud Program and Onboard the standard Hexagon static data set ("Standard Data Set") to facilitate IOC Activities. Onboarding of Customer data shall occur during FOC Activities.

Hexagon will programmatically Onboard the Standard Data Set. Hexagon will inform the Customer once the Static Data has been Onboarded and the applicable Development Environment for Customer has been created.

Task Prerequisites

The following items must be completed prior to beginning this Task:

- Task: "Project Kickoff Meeting" has been completed.

Task Assumptions

- Hexagon Static Data will be implemented as part of Onboarding and Cloud Environment Creation Task.

- Customer specific Static Data will be implemented as described in Attachment K - I/CAD to OnCall Dispatch Database Migration task during FOC Phase and prior to Configuration of Dispatch Cloud Program

Hexagon Team Participation and Responsibilities

- Hexagon will create the Cloud Environment (only Development Environment at this Task) with the Dispatch Cloud Applications (excluding Interfaces) identified in the Cloud Program Order, which will be used for subsequent Tasks (Customer is not provided Credentials/License Keys at this time).

- The Standard Data Set will be Onboarded into the Cloud Environment for Customer

Customer Team Participation and Responsibilities

- None

Task Acceptance Criteria

This Task is complete upon creation of Cloud Environment and Onboarding of the Standard Data Set.

5. IOC Testing

The objective of this Task is to test the Dispatch Cloud Program following Onboarding and resolve identified Blocker Errors prior to tendering the Credentials//License Keys to the Customer.

Following completion of the Dispatch Cloud Onboarding Task, Hexagon will test the Dispatch Cloud Program to identify and resolve identified Blocker Errors. The IOC Testing consists of Hexagon programmatically executing the IOC Test Scenarios described in Attachment H against the Dispatch Cloud Program. Hexagon will conduct the System Test remotely. To the extent the IOC Testing identifies a Blocker Error, Hexagon will address the Blocker Error. IOC Testing may discover Permissive Errors, but those Permissive Errors will not preclude completion of this Task or any other Task, including Cloud Cutover. Following IOC Testing and Blocker Error resolution efforts, if any, Hexagon shall provide to the Customer written confirmation the Dispatch Cloud Program has completed IOC Testing and no known Blocker Errors exist.

Task Prerequisites

The following items must be completed prior to beginning this Task:

- Task: "Dispatch Cloud Onboarding" has been completed.

Task Assumptions

- IOC Testing will consist of only testing the Dispatch Cloud Program against the IOC Test Scenarios in Attachment H.

Hexagon Team Participation and Responsibilities

- Hexagon shall:
  - Execute IOC Test Scenarios; and
  - Address Blocker Errors, if any.

Customer Team Participation and Responsibilities

- None.

Task Acceptance Criteria

This Task is complete when Hexagon has executed the IOC Test Scenarios and resolved identified Blocker Errors, if any.

6. IOC Credentials Meeting

As part of this Task, Hexagon will host a remote meeting with the Customer Project Manager to: (i) deliver to Customer the Credentials/License Keys applicable to the Cloud Dispatch Program as identified in the Quote to the Cloud Program Order and (ii) ensure the Customer Project Manager is able to access the Cloud Program with the Cloud Credentials/License Keys ("Credentials Delivery Meeting"). The Credentials Delivery Meeting is complete once those two objectives are achieved. Completion of this Task also serves to mark when the Cloud Term and Subscription Term (if applicable) commences and when the Cloud Fees and fees for Subscription Licenses (if applicable) become payable.

Task Deliverables

- Delivery of Credentials/License Keys for Dispatch Cloud Program included within the Quote.
- Customer can login to the Dispatch Cloud Program using Credentials/License Keys.

Task Prerequisites

- Task: "IOC Testing" is complete.

Task Assumptions

- Customer has necessary hardware, equipment, and Network Infrastructure ready and available to access the Cloud Program.
- The Credentials Delivery Meeting is of a limited duration and only intended to cover the two topics specified above.

Hexagon Team Participation and Responsibilities

- Hexagon shall:
  - Host the Credentials Delivery Meeting;
  - Deliver Credentials/License Keys for Dispatch Cloud Program;
  - Ensure the Customer can log into the Dispatch Cloud Program to confirm connectivity; and
  - Address Customer reported issues with accessing the Dispatch Cloud Program (if any).

Customer Team Participation and Responsibilities

- Customer Project Manager and/or SME will attend the Credentials Delivery Meeting.
- Customer shall access the Dispatch Cloud Program via the Credentials/License Keys provided during the Credentials Delivery Meeting.
- Customer shall report to Hexagon verbally during the Credentials Delivery Meeting whether the Customer can access the Dispatch Cloud Program or identify issues encountered in accessing the Dispatch Cloud Program.
- If Customer encounters issues in accessing the Dispatch Cloud Program, the Customer will work collaboratively with Hexagon to troubleshoot and address the issue until resolution.

Task Acceptance Criteria

- This Task is complete when Hexagon has delivered the Dispatch Cloud Program Credentials/License Keys to Customer and confirmed the Customer is able to access the Dispatch Cloud Program.

7. IOC Training

Task Description

The objective of this Task is to facilitate the transfer of knowledge and information necessary for the Core Team to complete its Activities in IOC and FOC. While the Customer may start User training at any point upon receipt of the Base e-learning Credentials, it is only necessary for the Core Team to complete training applicable to its role (i.e. GIS Administrator is not required to complete training for Mobile configuration) as part of this Task. The Customer will be provided access to the Cloud Program (either a generic Cloud Program with Hexagon data or the Customer's specific environment) for IOC Training

As part of the Project Kickoff Meeting Task, Hexagon provided the Customer Project Manager the Base e-learning Credentials, which the Customer Project Manager shall manage and distribute among appropriate Customer personnel, including the Core Team and Users. As the e-learning curricula form part of the foundation for training, it is imperative the Core Team review the online training materials identified below and understand the information being disseminated. A synopsis of the Base e-learning Credentials is set forth in Attachment B.

The other central tenant of training are the Guides provided by Hexagon. To facilitate a productive FOC portion of the Project, the Customer should have viewed and read the training materials within twenty-three (23) Business Days from the date Hexagon provided access to Hexagon online training materials ("IOC Training Period"). During the IOC Training Period, Hexagon will host up to four (4) remote meetings (each lasting no more than two (2) hours) to address training questions that may have arisen from the Customer and validate Customer's progress in training. These "check-in" meetings will generally occur during the last ten (10) days of the IOC Training Period. This Task is being performed concurrently with other IOC Tasks (except for Project Kickoff Meeting). This Project, including FOC workshops and consulting services, are based upon the presumption the Core Team is very familiar with the information presented in the training materials identified below in the Guides and the Base e-learning Courses ("IOC Training Materials").

The IOC Phase is complete at the conclusion of the IOC Training Period.

e-learning Training Courses to be completed during IOC:

- HxGN OnCall Dispatch - Suite Overview
- HxGN OnCall Dispatch - Administrator Fundamentals
- HxGN OnCall Dispatch | Advantage – User

Documentation referenced during IOC:

- HxGN OnCall Dispatch Administrator Fundamentals Guide
- HxGN OnCall Dispatch Advantage Guide

Task Prerequisites and Assumptions

- Hexagon has provided:
  - Access to Base e-learning Credentials; and
  - Access to the Guides.

Hexagon Team Participation and Responsibilities

- Hexagon will host up to four (4) checkpoint meetings during the last ten (10) days of the IOC Training Period.

Customer Team Participation and Responsibilities

- Customer Project Manager has distributed access credentials to the Core Team Training Materials to appropriate

- The Core Team shall view and read IOC Training Materials.

- Customer Project Manager will manage the Customer's training compliance and report to Hexagon Project Manager once the Customer Core Team has completed the requirements of this Task.

Task Acceptance Criteria

This Task is complete upon the earlier of: (i) the Customer Project Manager reports the Customer Core Team has viewed and read the IOC Training Materials or (ii) the IOC Training Period has lapsed.

FOC PHASE

8. Map Consulting Session

Task Description

A central feature of OnCall Dispatch is interoperation and use of a map source in OnCall Dispatch. The Customer may choose a map provider in accordance with Attachment F. The objective of this Task is to collaborate with the Customer's GIS Administrator regarding use of a third-party map within OnCall Dispatch and management of the source map.

Over the course of a five (5) consecutive Business Days mapping workshop (the "Map Consulting Session"), Hexagon and the Customer GIS Administrator shall collaboratively work on and discuss the integration and use of the map within OnCall Dispatch and management of the map in the context of OnCall Dispatch. As time permits, the parties can discuss other GIS related topics.

To facilitate a productive Map Consulting Session, the Customer GIS Administrator, at a minimum, should have participated in the OnCall Dispatch Map Overview. The Customer shall also have complied with the mapping requirements prior to this Task and Customer's GIS SME shall have read the relevant chapters pertaining to GIS within the OnCall Dispatch System Administrator Guide.

As a result of the Map Consulting Session, the Customer's GIS Administrator shall have additional insight and information on how to manage and use the map in connection with OnCall Dispatch. For purposes of clarity, this Map Consulting Session is not intended to result in configuration or modification of Customer's source map. The Customer may configure the map at its discretion up to the commencement of the Testing Phase. At the commencement of Testing Phase, the Customer shall refrain from making any modification or configurations to the map until Cutover has occurred.

Task Prerequisites

The following Tasks and Activities shall be completed prior to beginning this Task:

- Task: "OnCall Dispatch Map Overview" is complete
- Task: "OnCall Software Staging" is complete; and
- Customer GIS attendees have read chapter(s) within the OnCall Dispatch System Administrator Guide pertaining to administration and management of GIS services in OnCall.

Task Assumptions

- The Customer GIS Administrator has sufficient authority to make decisions about the use, configuration, and integration of the source map

Hexagon Team Participation and Responsibilities

- Hexagon shall conduct the Map Consulting Session

Customer Team Participation and Responsibilities

Customer shall:

- Manage and make any desired configurations to its maps.

Task Acceptance Criteria

This Task is complete at the conclusion of the Map Consulting Session.

9. Configuration Training

Task Description

The objective of this Task is to facilitate the transfer of knowledge and information necessary for the Core Team to complete its Configuration Activities.

The Customer is responsible for configuring the Dispatch Cloud Program. Hexagon will provide specific consulting sessions as part of the Project (described in subsequent Tasks), but the Core Team's understanding of configuration will correspondingly allow the Customer to adapt the Dispatch Cloud Program to better suit its business processes and workflows. The Customer shall complete this Task within ten (10) Business Days of the conclusion of IOC ("Configuration Training Period"). As part of this Task, the applicable members of the Core Team should have carefully read the e-learning related to configuration management (including HxGN OnCall Dispatch - Administrator Fundamentals, HxGN OnCall Dispatch – Configuration Management, HxGN OnCall Dispatch | Mobile – Fundamentals & Config,) and read the applicable portions of the Guides, including, the Dispatch Administrator Fundamentals Guide and Configuration Management Guides (collectively, the "Configuration Training Materials.").

Task Prerequisites and Assumptions

- The following items must be complete prior to beginning this task:
  - Completion of IOC

Hexagon Team Participation and Responsibilities

- Hexagon shall address User training related questions.

Customer Team Participation and Responsibilities

- The Core Team shall view and read Configuration Training Materials.
- Customer Project Manager will manage the Customer's training compliance and report to Hexagon Project Manager once the Core Team has completed the requirements of this Task.

Task Acceptance Criteria

This Task is complete upon the earlier of: (i) the Customer Project Manager reporting the Core Team has viewed and read the Configuration Training Materials or (ii) the Configuration Training Period has lapsed.

10. Configuration of Dispatch Cloud Program

Task Description

OnCall Dispatch is a highly configurable software suite. However, OnCall Dispatch can also be used to dispatch emergency response personnel without any additional configuration. This Task is intended to provide the Customer time within the scope of the FOC and Hexagon consulting services, to facilitate Customer's configuration of the Dispatch Cloud Program. This Task assumes the Customer will make configuration changes. If the Customer does not intend to make any configuration changes, then this Task shall be regarded as complete.

Configuration is driven by Customer Activities and the Customer is responsible for making any desired configurations to the Dispatch Cloud Program including those for both Dispatch and Mobile products.

Following the completion of the Configuration Training Task, the Customer shall begin configuring the Dispatch Cloud Program if it intends to make configuration changes to the Dispatch Cloud Program. In making configuration changes, the Customer SMEs should have intrinsic knowledge of and/or access (if written) to the Customer's business processes, workflows, response plans, towing, and standard operating procedures ("Customer Business Processes"). That information in conjunction with the Configuration Training will help facilitate Customer's configuration of the Dispatch Cloud Program. The Customer will document all configuration changes it makes to both the Dispatch and Mobile environments in a document titled, Site Configuration Document. Hexagon will provide a template of the Site Configuration Document. The Customer shall continue to update the Site Configuration Document during the Cloud Term.

No earlier than ten (10) Business Days after this Task commences, Hexagon will host an initial two (2) hour configuration audit session remotely to: address Customer questions encountered to date in the Dispatch configurations and collaboratively develop configuration strategies to address Customer workflows and processes, and otherwise consult with Customer on Dispatch configurations ("Configuration Audit Session(s)"). At a mutually agreed upon time during the Configuration Period, Hexagon will remotely conduct a second Configuration Audit Session, which shall last no longer than sixteen (16) Business Hours. The Configuration Activities are to include the configuration of Dispatch and Mobile environments as needed by the Customer.

The Configuration Audit Session(s) are intended to occur after the Customer has started making configuration changes to the Dispatch Cloud Program in order to address previously Customer-encountered questions and issues. The Configuration Audit Session(s) are intended only to provide knowledge and hands-on engagement to facilitate the Customer's continued configuration efforts. The Configuration Audit Session(s), by themselves, are not intended to result in a fully-configured Dispatch Cloud Program.

Following the Configuration Audit Session(s), the Customer may continue to make configuration changes to the Dispatch Cloud Program until the earlier of the Dispatch Cloud Program is configured as desired or twenty (20) Business Days after the Configuration Training Task ("Configuration Period"). The timing and occurrence of Configuration Audit Session(s) will not alter the Configuration Period. At the conclusion of the Configuration Period, the Customer shall refrain from making any additional or different configurations to the Dispatch Cloud Program until Cloud Cutover.

Task Prerequisites

- The following items must be complete prior to beginning this task:
  - Task: Configuration Training is complete.

Task Assumptions

- Customer SMEs have significant knowledge of and/or access to Customer Business Processes.

- Customer has available at least one (1) SME for both the Dispatch Track Configuration Session and Mobile Track Configuration Session.
- Customer has made some configuration changes prior to the Configuration Session(s).

Hexagon Team Participation and Responsibilities

- A Hexagon technical resource will conduct the Configuration Audit Session(s).
- Hexagon will provide a Site Configuration Document template to the Customer.

Customer Team Participation and Responsibilities

- Customer shall make its desired configurations to the Dispatch Cloud Program within the Configuration Period.
- The Core Team, as applicable, shall attend and participate in the Configuration Audit Session(s).
- The Customer will document the configuration changes it makes to the Dispatch Cloud Program in the Site Configuration Document provided by Hexagon and manage the Site Configuration Document for the duration of the Cloud Term.

Task Acceptance Criteria

This Task is complete upon: (i) completion of the initial Configuration Audit Session(s) and (ii) the earlier of: Customer advises Hexagon it has completed making its configuration changes or the Configuration Period has lapsed.

11. User Acceptance Testing

The objective of this Task is to test the Dispatch Cloud Program following Customer configurations and identify any Blocker Errors.

Following completion of the Configuration of the Cloud Program Task and specified Interface Addendum Tasks, the Customer will test the Dispatch Cloud Program to identify Blocker Errors. The UAT will consist of Customer evaluating whether the Dispatch Cloud Program is able to materially achieve the intended outcome set forth in the Specifications with ordinary use. The Customer may also test the integration between Dispatch and Records subject to the Customer conducting testing of Records concurrently with the Customer's testing Activities described in this Task. No other testing or evaluation is contemplated in the FOC Phase of this Project. Functionality: (i) corresponding to a Cloud Application not purchased by Customer or rendered commercially unfeasible or obviated by Customer configurations, shall not be tested and/or be considered an Error. The Customer shall complete UAT within ten (10) Business Days from the latter of: the date the Task Configuration of Cloud Dispatch Cloud Program is complete or specified Tasks set forth in Attachments J and K (pertaining to setup and configuration of the Dispatch Cloud Program) are complete ("UAT Commencement").

Within one (1) Business Day of the completion of UAT, Customer shall have entered any Blocker Errors encountered during UAT into the Hexagon CRM tool ("Blocker Error Report"), if any. For any Blocker Error identified in the Blocker Error Report, the Customer shall provide, at minimum, the following information: a description of the Error and the steps used to reproduce it, the functionality tested when the Blocker Error was encountered, the manner in which the functionality was tested, and the outcome when the functionality was tested. If the Blocker Error Report is not provided to Hexagon within the time allotted, it is presumed UAT was completed without any Blocker Errors, and this Task is complete. The Customer may report Permissive Errors to Hexagon through Hexagon's Customer Resource Management (CRM) system, which will be addressed in accordance with the Master Terms. The existence or Permissive Errors shall not preclude or be a condition of completion of any subsequent Tasks.

Task Prerequisites

The following items must be completed prior to beginning this Task:

- Task: "Configuration of Cloud Dispatch Cloud Program."
- Tasks specified in Attachments J and K (relating to setup and configuration of the Dispatch Cloud Program).

Task Assumptions

- UAT will consist of only testing the Dispatch Cloud Program against the Specifications corresponding to the Dispatch Cloud Applications identified in the Cloud Program Order.

- Only qualified Customer personnel will conduct UAT. Qualified Customer personnel are considered resources who have completed the online training sessions required up to this point in the Project and reviewed the identified portions of the System Administration Guides in this SOW in the preceding Tasks.

- UAT Testing assumes Customer will conduct Dispatch and Records User Acceptance Testing (see Records SOW) concurrently and only during that timeframe will the Customer test the integration between Dispatch and Records.

Hexagon Team Participation and Responsibilities

- None

Customer Team Participation and Responsibilities

- Customer shall:

- Complete UAT for the Dispatch Cloud Program in the manner described above within ten (10) Days from UAT Commencement; and
- Provide the Blocker Error Report within one (1) Business Day following completion of UAT with, at minimum, the details described above.

Task Acceptance Criteria

This Task is complete upon the earlier of: completion of UAT and tendering the Blocker Error Report to Hexagon or six (6) Business Days from UAT Commencement.

12. Address Blocker Errors from UAT

Task Description

During this Task, Hexagon will investigate, troubleshoot, and resolve valid Blocker Errors documented in the Blocker Error Report. Notwithstanding the Task Acceptance Criteria below, which assumes the existence of Blocker Errors, this Task is complete if the Customer does not timely return the Blocker Report or if the Customer reports the absence of any Blocker Errors. Permissive Test Case Failures are addressed in accordance with the Cloud Support Services provisions of the Master Terms.

After receiving the Blocker Error Report, Hexagon will investigate the Blocker Errors identified in the Blocker Error Report to diagnose the source and cause of the Blocker Error. To the extent requested, Customer agrees to promptly respond to requests for additional information regarding the Blocker Error requested by Hexagon. Upon diagnosing the Blocker Error and validating the Error encountered meets the attributes of a Blocker Error, Hexagon resources shall proceed to resolve the Blocker Error and update the Dispatch Cloud Program accordingly. If the investigation determines the reported Blocker Error did not meet the attributes of a Blocker Error, then the reported Error will be reclassified in accordance with the levels provided in the Master Terms. Alternatively, if the investigation shows the reported Blocker Error was caused by Customer hardware, Network Infrastructure, or third party software not provided by Hexagon, or non-conformance with Attachments E and F, then Hexagon will provide such information to the Customer for the Customer to resolve and the Blocker Error 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 to the Dispatch Cloud Program. Once the Blocker Error(s) is addressed, Hexagon will report to Customer the Blocker Error has been addressed and the Customer will have two (2) Business Days to test only the resolution to confirm the resolution efforts addressed the Blocker Error ("Resolution Testing Period")

Upon addressing all Blocker Errors, the Dispatch Cloud Program is a "**Production Ready System.**" A Production Ready System signifies completion of all configuration and testing Tasks.

Task Deliverables
- Response to Blocker Errors

Task Prerequisites
- The following items must be completed prior to beginning this Task:
  - User Acceptance Testing Task

Task Assumptions
- None

Hexagon Team Participation and Responsibilities
- Hexagon technical resource shall investigate and address the Blocker Errors reported on the Blocker Error Report.
- Hexagon will advise Customer once the valid Blocker Errors have been resolved in a manner described above.

County Team Participation and Responsibilities
- A Customer technical member of the Core Team will promptly respond to requests for additional information from Hexagon related to a reported Blocker Error.
- The Customer will test Blocker Error resolution efforts within the Resolution Testing Period.

Task Acceptance Criteria

This Task will be complete when Hexagon has addressed valid Blocker Errors and the Customer has either confirmed the Blocker Errors are resolved or the Resolution Testing Period has lapsed.

13. User Training

Task Description

The objective of this Task is to facilitate the transfer of knowledge and information necessary for the Users to use the Dispatch Cloud Program for its intended purposes.

Appreciating User training is a critical element of the Project, Hexagon has provided the Base e-learning Credentials the Core Team should make available to Users for Dispatch and Mobile learning. The Customer's Users should view the e-learning classes to facilitate their respective use of the Cloud Dispatch Program depending upon each resource's intended role and discipline. Customer may have its Users view the online training materials as many times as desired during the Project, subject to the quantity restrictions reflected above. The Customer may start User training utilizing e-learning training at any point in the Project. 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 both Dispatch and Mobile (Law/Fire/EMS) disciplines, and leveraging the Hexagon Based e-learning Credentials and Guides to ensure its Users have acquired the necessary knowledge and are in a position to use the Dispatch Cloud Program upon Cloud Cutover. The Customer is solely responsible for training its Users. The Customer shall complete its User Training (see Attachment B) no later than forty (40) Business Days after IOC Completion ("User Training Period"). If necessary, the Customer may contact the Hexagon implementer to address User training questions during the User Training Period, and the Hexagon implementer will provide, at minimum, an initial response within two (2) Business Days.

Task Prerequisites and Assumptions

- The following items must be complete prior to beginning this task:
  - Task: Project Kickoff Meeting is complete.
  - Instructor-led Train-the-Trainer training completed as described in Attachment K: Additional Services

Hexagon Team Participation and Responsibilities

- None

Customer Team Participation and Responsibilities

- Customer shall disseminate User training materials to its Users
- Customer shall complete User training within the User Training Period

Task Acceptance Criteria

This Task is complete upon the earlier of: (i) the Customer Project Manager reporting the Customer's Users have completed User Training or (ii) the User Training Period has lapsed.

14. Replicate Cloud Environments

Task Description

Up to this point in the Project, the Project has focused on Onboarding, configuring, and testing the Dispatch Cloud Program in the Development Environment, which was the only Cloud Environment available. Following achievement of a Production Ready System, Hexagon will replicate the Production Ready System in the newly created Staging Environment and Production Environment,. This Task is intended to be completed within five (5) Business Days prior to scheduled Cloud Cutover.

Task Deliverables

- Replication of Production Ready System in a Staging Environment and Production Environment

Task Prerequisites

- Achievement of Production Ready System

Task Assumptions

- This Task is intended to be completed within five (5) Business Days prior to scheduled Cloud Cutover.

Hexagon Team Participation and Responsibilities

- Hexagon resources will replicate the Production Ready System in a Staging Environment and Production Environment
- County Team Participation and Responsibilities
- None

Task Acceptance Criteria

This Task is considered complete when Hexagon has replicated the Production Ready System into the Staging Environment and Production Environment.

15. Cutover Plan

Task Description

Cloud Cutover is a significant event, and this Task is intended to provide the Customer COTS Documentation in the form of a standard Cutover Plan to assist the Customer in preparation for Cloud Cutover.

The Cutover Plan will detail the steps necessary to Cutover the Cloud Program. To ensure Cutover goes as smoothly as possible, the Cutover Plan identifies the events immediately leading up to Cloud Cutover and the type of resource intended to accomplish that Task. The Cutover Plan covers topics including: Customer staffing, movement of equipment into final locations, procedures to report issues, and planned sequence of events for the day of Cloud Cutover. Hexagon's standard Cloud Cutover Plan reflects a standard approach. The Customer may revise the Cutover Plan as it believes appropriate for its agency understanding Hexagon's assigned tasks will not be increased or otherwise modified. Hexagon will provide the standard Cutover Plan at the commencement of UAT to Customer's Project Manager. To the extent the Customer modifies or alters the Cutover Plan, the Customer shall provide it to Hexagon no less than ten (10) Business Days prior to scheduled Cloud Cutover, as reflected the then most current Project Schedule.

Task Deliverables

- Standard Cutover Plan

Task Prerequisites

- Completion of all UAT Task Prerequisites

Task Assumptions

- None

Hexagon Team Participation and Responsibilities

- Hexagon shall provide Customer's Project Manager with Hexagon's standard Cutover Plan

Customer Team Participation and Responsibilities

- Customer shall review the standard Cutover Plan.
- As it believes appropriate, the Customer may tailor the standard Cutover Plan to suit its agency dynamics.
- If the Cutover Plan is modified, the Customer will return its final copy of the Cutover Plan to Hexagon's Project Manager no later than ten (10) Business Days prior to scheduled Cloud Cutover.

Task Acceptance Criteria

Hexagon has completed its obligations under this Task when it has delivered the standard Cutover Plan to Customer's Project Manager.

16. Cloud Program Readiness Review

Task Description

As part of final preparations for Cloud Cutover, Hexagon and the Customer will hold a four (4) hour meeting to verify the teams and the Dispatch Cloud Program are ready for Cloud Cutover ("Cloud Program Readiness Review"). To the extent other types of Cloud Programs will cutover simultaneously with the Dispatch Cloud Program, the Cloud Program Readiness Review will be extended for two (2) hours for each additional type of Cloud Program (e.g. Records Cloud Program and/or Analytics Cloud Program). During the Cloud Program Readiness Review, a Hexagon technical resource, the Hexagon Project Manager, and the Customer Core Team will meet remotely and validate the Cloud Program is ready for Cloud Cutover, confirm and walk through the final Cutover Plan and related Cloud Cutover Activities, and finalize Cloud Cutover preparations.

Task Deliverables

- Hosting of Cloud Program Readiness Review

Task Prerequisites and Assumptions

- All prior Tasks must be completed.
- This meeting will take place remotely.

Task Assumptions

- The Customer has trained all its Users.
- Customer has notified internal and external stakeholders about pending Cloud Cutover.

Hexagon Team Participation and Responsibilities

- Hexagon shall:
  - Host and facilitate the Cloud Program Readiness Review
  - Address the topics in the Cloud Program Readiness Review
  - Address other Customer questions related to Cloud Cutover

Customer Team Participation and Responsibilities

- The Core Team, and applicable members of Customer's training cadre (if formed) will attend and participate in the Cloud Program Readiness Review

Task Acceptance Criteria

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

17. Cloud Cutover

Task Description

Cloud Cutover reflects the culmination of all the Tasks in this SOW and reflects the point at which the Customer first uses the Dispatch Cloud Program in a live environment and for its intended purpose.

The Parties shall execute the Cutover Plan, as practical, as part of Cloud Cutover. During this Task, a Hexagon technical resource will remotely support the Customer's transition of the Cloud Program into production use, Cloud Cutover, and perform, as practical, Hexagon's responsibilities reflected in the Cloud Cutover Plan. The Hexagon resource will be remotely available via telephone and electronic communications the Day immediately prior to Cloud Cutover, the Day of Cloud Cutover, and the Day immediately following Cloud Cutover (i.e. the Hexagon resource is available for a total of twenty-four (24) hours during three consecutive Days) ("Cloud Cutover Support Period"). Generally, although not required, Cloud Cutover is intended to occur early Tuesday morning as that often reflects a period when there is reduced Cloud Application usage by customers. At times where the Hexagon resource is not otherwise available and after the Project is complete, the Customer shall contact Hexagon in accordance with the Cloud Services Support provisions of the Master Terms.

It is possible Tasks and Activities specified in Attachments J and K will be performed following Cloud Cutover. If that situation is intended, such circumstances are expressly set forth in those respective Attachments in connection with the Tasks and Activities to be performed.

Task Deliverables

- Use of the Cloud Program in Production Environment for normal operations

Task Prerequisites

- All prior Tasks must be completed (excluding those Tasks and Activities expressly specified otherwise in Attachments J and K).

Task Assumptions

- Hexagon and the Customer agree Cloud Cutover can proceed.
- Cutover will take place on the Day and time specified in the Cutover Plan

Hexagon Team Participation and Responsibilities

- Hexagon shall provide a technical resource remotely to support Customer's Cloud Cutover during the Cloud Cutover Support Period

Customer Team Participation and Responsibilities

- Customer shall:
  - Ensure availability of trained Users
  - Ensure availability of Core Team during Cloud Cutover activities
  - Ensure availability of all third-party vendors impacted by the Cloud Cutover
  - Ensure availability of all IT disciplines necessary to immediately address issues as necessary
  - Ensure availability of member(s) of the training cadre (if formed) during all shifts

Task Acceptance Criteria

This Task is complete upon Cloud Cutover of the Dispatch Cloud Program and completion of the Cloud Cutover Support Period.

11. TERMS OF PAYMENT

The payment milestones percentages below are only for the Cloud Consulting Services Order (including Perpetual Licenses and first year maintenance thereon) described in this SOW. The milestones are exclusive of other SOWs comprising this Order. Payment milestone associated with those SOW(s) shall be addressed therein. First year maintenance for Perpetual Licenses will begin upon Cutover.

PAYMENT MILESTONE	PAYMENT (%)
Upon Completion of Task: IOC Credentials Meeting	$58,008.16
Upon Completion of Task: Cloud Cutover	$58,008.16

The fees associated with the Cloud Program Order (Cloud Program Fees and payments due for Subscription Licenses (if any)) in the amount of **$188,773.44** in accordance with the attached Quote, shall be collectively due at the completion of the IOC Credentials Meeting and are not included in the milestones above.

ATTACHMENT A: INITIAL PROJECT SCHEDULE

[following this page]

ID	Task Name	Business Days Since Start	Duration	Resource Names
1	**Dispatch Cloud Program Project**	**0 days**	**306 days**	
2	**IOC Phase**	**0 days**	**35.5 days**	
3	**Project Start**	**0 days**	**10.5 days**	
4	Project Start date	68 days	0 days	
5	Hexagon delivers updated Initial Project Schedule and Preparation for Kick-off Meeting	68 days	0.5 days	HxGN Project Manager
6	Customer reviews SOW and updated Initial Project Schedule	68.5 days	10 days	Customer
7	**Project Kickoff Meeting**	**0 days**	**2.75 days**	
8	**Hexagon hosts Project Kickoff Meeting**	**27.5 days**	**0.5 days**	
9	GPC Participation	79.5 days	0.5 days	HxGN Cloud Implementer, HxGN Cloud Project Manager
10	BU Participation	79.5 days	0.5 days	HxGN Project Manager
11	Hexagon delivers access to Online Training Materials	80 days	0 days	HxGN Project Manager
12	Hexagon delivers Interface Worksheets (if applicable)	80 days	0 days	HxGN Project Manager
13	Hexagon delivers Project Schedule to Customer	82 days	0.25 days	HxGN Project Manager
14	**Onboarding Overview**	**0 days**	**1.13 days**	
15	Preparation of Onboarding Overview	82 days	0.13 days	HxGN Cloud Implementer
16	**Hexagon hosts Onboarding Overview**	**30.13 days**	**1 day**	
17	GPC Participation	82.13 days	1 day	HxGN Cloud Implementer, HxGN Cloud Project Manager
18	BU Participation	82.13 days	1 day	HxGN Project Manager
19	Hexagon delivers Onboarding Worksheet	83.13 days	0 days	HxGN Project Manager
20	**OnCall Dispatch Map Overview**	**0 days**	**1 day**	
21	Hexagon hosts Map Overview	83.13 days	1 day	HxGN GIS
22	**Onboarding Data Collection and Validation**	**0 days**	**10.25 days**	
23	Customer completes the Onboarding Worksheet	83.13 days	5 days	Customer
24	**Hexagon hosts Onboarding Data Consulting Meeting**	**35.13 days**	**0.5 days**	
25	GPC Participation	87.13 days	0.5 days	HxGN Cloud Implementer, HxGN Cloud Project Manager
26	BU Participation	87.13 days	0.5 days	HxGN Project Manager
27	Hexagon validates Customer - Onboarding Worksheet	88.13 days	1 day	HxGN Cloud Implementer
28	**Hexagon reports to Customer its Static Data Issues (if any)**	**37.13 days**	**0.25 days**	

29	GPC Participation	89.13 days	0.25 days	HxGN Cloud Implementer
30	BU Participation	89.13 days	0.25 days	HxGN Project Manager
31	Customer Addresses Static Data Issues (if any)	89.38 days	3 days	Customer
32	Hexagon conducts Second Validation of Onboarding Worksheet	92.38 days	1 day	HxGN Cloud Implementer
33	Hexagon notifies Customer of the Static Data to be Onboarded	93.38 days	0 days	HxGN Project Manager
34	**Onboarding and Creation of Cloud Environment**	**0 days**	**1.25 days**	
35	Hexagon creates Customer Cloud Environment	93.38 days	0.75 days	HxGN Cloud Ops
36	Hexagon creates Customer users in Azure AD	93.38 days	0.25 days	HxGN Cloud Ops
37	Hexagon Onboards Static Data	94.13 days	0.5 days	HxGN Cloud Implementer
38	**IOC Testing**	**0 days**	**3 days**	
39	Hexagon executes IOC Scenarios	94.63 days	1 day	HxGN Cloud Ops
40	Hexagon addresses Blocker Errors	95.63 days	2 days	HxGN Cloud Dev Teams
41	Hexagon provides written confirmation regarding IOC Testing	97.63 days	0 days	HxGN Project Manager
42	**IOC Training**	**0 days**	**23 days**	
43	Customer Core Team completes IOC Training	80 days	23 days	Customer
44	Hexagon hosts IOC Training Check Point Meeting (1)	90 days	0.25 days	HxGN Dispatch Implementer, HxGN Project Manager
45	Hexagon hosts IOC Training Check Point Meeting (2)	92.25 days	0.25 days	HxGN Dispatch Implementer, HxGN Project Manager
46	Hexagon hosts IOC Training Check Point Meeting (3)	94.5 days	0.25 days	HxGN Dispatch Implementer, HxGN Project Manager
47	Hexagon hosts IOC Training Check Point Meeting (4)	96.75 days	0.25 days	HxGN Dispatch Implementer, HxGN Project Manager
48	Customer reports IOC Training Compliance	103 days	0 days	Customer
49	**IOC Credentials Meeting**	**0 days**	**0.5 days**	
50	**Hexagon hosts Credentials Delivery Meeting**	**36 days**	**0.5 days**	
53	Hexagon delivers Credentials/License Keys	103 days	0 days	HxGN Project Manager
54	**FOC Phase**	**0 days**	**271 days**	
55	**Map Consulting Session**	**0 days**	**12 days**	
56	Hexagon hosts Map Consulting Session	105 days	2 days	HxGN GIS
57	Customer configure Esri Maps (optional)	107 days	10 days	Customer
58	**Configuration Training**	**22.5 days**	**5 days**	
59	Customer Core Team completes Configuration Training via Online Learning	107 days	5 days	Customer

#	Task Name			
60	**Configuration of Dispatch Cloud Program**	**0 days**	**31 days**	
61	Hexagon delivers Site Configuration Document (template)	103 days	0 days	HxGN Dispatch Implementer
62	Customer configures Cloud Dispatch Program	112 days	20 days	Customer
63	Hexagon hosts Dispatcher Track Configuration Session #1	122 days	3 days	HxGN Dispatch Implementer
64	Hexagon hosts Mobile Track Configuration Session	125 days	1 day	HxGN Dispatch Implementer
65	Customer confirms Esri Map is Ready	125 days	0 days	Customer
66	Customer delivers completed Site Configuration Document to Hexagon	132 days	0 days	Customer
67	Hexagon hosts Dispatcher Track Configuration Session	132 days	2 days	HxGN Dispatch Implementer
68	Project Code Published	339 days	2 days	
69	**User Acceptance Testing (UAT)**	**0 days**	**11 days**	
70	Customer executes User Acceptance Testing	341 days	10 days	Customer
71	Customer provides Blocker Error Report (if any)	351 days	1 day	Customer
72	**Address Blocker Errors from UAT**	**0 days**	**13 days**	
73	**Hexagon addresses Blocker Errors**	**62.5 days**	**10.5 days**	
74	Investigate, Troubleshoot, & Resolve Blocker Errors reported from UAT	352 days	10 days	HxGN Dispatch Implementer[50%]
75	Update Customer Cloud Environment	362 days	0.5 days	HxGN Cloud Ops
76	Customer retests resolved Blocker Errors	363 days	2 days	Customer
77	**User Training**	**0 days**	**40 days**	
78	Customer Conducts User Training	104.5 days	40 days	Customer
79	Hexagon available to address Training Questions	104.5 days	40 days	HxGN Dispatch Implementer[8%]
80	**Replicate Cloud Environments**	**0 days**	**1 day**	
81	Hexagon Replicates Development Environment into Purchased Environments	365 days	1 day	HxGN Cloud Ops
82	**Cutover Plan**	**0 days**	**241 days**	
83	Hexagon provides standard Cutover Plan	132 days	0.13 days	HxGN Project Manager
84	Customer reviews the Cutover Plan	363 days	10 days	Customer
85	Customer provides feedback of Cutover Plan to Hexagon	373 days	0 days	Customer
86	**Cloud Program Readiness Review**	**0 days**	**0.75 days**	
87	**Cloud Program Readiness Review Preparation**	**102 days**	**0.25 days**	
88	GPC Participation	368 days	0.25 days	HxGN Cloud Project Manager, HxGN Cloud Ops
89	BU Participation	368 days	0.25 days	HxGN Dispatch Implementer, HxGN Project Manager

90	**Hexagon hosts Cloud Readiness Review**	**102.25 days**	**0.5 days**	
91	GPC Participation	368.25 days	0.5 days	HxGN Cloud Project Manager
92	BU Participation	368.25 days	0.5 days	HxGN Dispatch Implementer, HxGN Project Manager
93	**Cloud Cutover**	**0 days**	**3 days**	
94	**Hexagon provides Cloud Cutover Support**	**105 days**	**3 days**	
95	GPC Participation	371 days	3 days	HxGN Cloud Implementer, HxGN Cloud Ops
96	BU Participation	371 days	3 days	HxGN Dispatch Implementer, HxGN Project Manager
97	Cloud Cutover	372 days	1 day	Customer

ATTACHMENT B: TRAINING COURSES CURRICULUM

The following is a list of HxGN OnCall Dispatch E-Learning courses offered by Hexagon:

- Dynamo Curriculum: HxGN OnCall Dispatch – Admin (HXTC0001)
- Dynamo Curriculum: HxGN OnCall Dispatch – User (HXTC0002)

ATTACHMENT C: GLOSSARY OF TERMS

Capitalized terms within the SOW are defined as follows:

"Analytics Cloud Program" means a certain Cloud Program that pertains only to OnCall Analytics.

"Blocker Error" means a Level One Error.

"CJIS" means the Criminal Justice Information Services Security Policy version number 5.9 formally published by the Federal Bureau of Investigation, Criminal Justice Information Services Division.

"Cloud Consulting Services Order" means this Order for Cloud Consulting Services related to the Cloud Applications identified in the Cloud Program Order

"Cloud Program Order" means that certain Order, which identifies the Cloud Applications and Cloud Term, executed simultaneously with this Order. For purposes of clarity, the Cloud Program Order is separate and distinct from the Cloud Consulting Services Order even if they are documented in the same Quote.

"Common Terms Glossary" means that certain collection of defined terms set forth at the link: https://www.hexagonsafetyinfrastructure.com/-/media/Legal/Hexagon/SI/TPS/CTG 08-2020.pdf

"Core Team" means those certain Customer resources as described in Section 6.

"COTS Interfaces" means those Interfaces specifically identified in in the Interface Addendum (if any),

"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 Interface(s) specifically identified in the Interface Addendum (if any)

"Cutover Plan" means a document reflecting the Activities and actions necessary to complete Cloud Cutover

"Day" means a calendar day.

"Dispatch Cloud Program" means the collection of Cloud Applications, that pertains only to OnCall Dispatch, including but not limited to, OnCall Dispatcher, OnCall Call-Taker, OnCall Viewer, OnCall Mobile Unit, and OnCall Mobile Responder that are expressly identified in the Quote for the Cloud Program Order.

"FIPS" means Federal information processing standards, which describe document processing, encryption, and other information technology standards for government contractors.

"Fire/EMS" means the agency(ies) of Customer that are primarily oriented towards firefighting and emergency medical response.

"GIS" means geographic information system

"Initial Project Schedule" means the initial iteration of the Project Schedule, which is contained in Attachment A 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 based upon the requirements set forth in the Interface Addendum.

"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.

"Law" means the agency(ies) of Customer that are primarily oriented towards statutory and regulatory code enforcement and service.
"NCIC" means the National Crime Information Center.

"Network Infrastructure" means the provision of adequate network and internet connectivity to provide sufficient operational bandwidth for the operation of the Cloud Program in a manner consistent with the Product System Specifications together with all industry-standard network security, monitoring, and protection.
"**Permissive Errors**" means a substantially failed Test Case that would correspond to a Level Two, Three, or Level Four Error (as defined in the Master Agreement) if the Error occurred in a live environment.

"Production Ready System" means the earlier of: the point at which the Customer is either satisfied with the testing results for the Cloud Program or the resolution of all Blocker Errors reporting during UAT.

"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 Start" means the date following mutual acceptance of the Cloud Consulting Services Order on which Hexagon communicates to the Customer the Project shall commence.

"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.

"Records Cloud Program" means a certain Cloud Program that pertains only to OnCall Records.

"Site Configuration Document" means a document reflecting the configurations made to the System.

"Specifications" means those certain capabilities and functionalities as explicitly expressed in Attachment I: Technical Matrix and the then current User Guide for OnCall Dispatch. To the extent there is any ambiguity as to the interpretation or meaning of a Specification, the actual functionality exhibited in the COTS Software shall control.

"Standard Interfaces" means those Interfaces specifically identified in the Interface Addendum (if any),

"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 by Hexagon.

"Updated Initial Project Schedule" means the Initial Project Schedule updated by the Parties' Project Managers during Project Initiation Task and reflecting the actual Project Start and any additional purchases made by Customer included within this Project.

"VPN" means virtual private network.

ATTACHMENT D: 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 E: CLOUD APPLICATION SYSTEM REQUIREMENTS

[following this page]

ATTACHMENT F: GIS REQUIREMENTS FOR THE HXGN ONCALL DISPATCH SYSTEM

HxGN OnCall Dispatch requires integration with a third-party mapping provider for GIS information. These third-party mapping services fall into three (3) main areas: Map Tile Services, Geocoding Services, and Routing Services. The selection of its mapping services provider, configuration of its map, maintenance and support of its map, and adherence to the requirements set forth herein is the responsibility of Customer. Hexagon shall not be responsible for resolving or addressing issues or Defects arising from Customer's non-conformance with requirements contained herein.

Map Service

The map contains the area of responsibility for the dispatch system and is accessed by HxGN OnCall Dispatch through map services. Many maps may be accessible and configured as basemaps and/or translucent overlays to the basemaps. 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 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.

ATTACHMENT G: STATIC DATA ELEMENTS

Tab: Map Center Bounding Box Data
Set Name
List or Table
List/Table Name
List/Table Description
Parameter Name
Configuration Override
Value Format
Value
Value Description
Parameter Type
Min
Max
Unit
Precision

Tab: Mapping Geocoding
Set Name
List or Table
List/Table Name
List/Table Description
Parameter Name
Configuration Override
Value Format
Value
Value Description
Parameter Type
Min
Max
Unit
Precision

Tab: Mapping Routing
Set Name
List or Table
List/Table Name
List/Table Description
Parameter Name
Configuration Override
Value Format
Value
Value Description
Parameter Type
Min
Max
Unit
Precision

Tab: Deployment Plan
Deployment Plan Name
Description

Tab: Deployment Beat
Beat
Deployment Plan Name
District
Municipality
Zone
Comment Text

Tab: Next Number
Number Table ID
Table ID
Prefix
Next Number
Table Purpose
Rollover Format
Reset Number
Reset Frequency

Tab: Agency
Agency ID
Agency Name
Agency Type
Event Number Table ID
Deployment Plan Name
Primary Agency Contract
Agency Phone Number
Agency Street Address
Agency City
Agency State
Agency Zip Code
Permanent Transfer Flag

Tab: Agency Dispatch Group
Dispatch Group
Agency ID
Description

Tab: Agency Event Type
Event Type Code
Agency ID
Priority
Type Code Description
Subtype Code
Subtype Code Description
Assign Case State
Case Number Table ID
Advised Event
Auto Response
Disposition Code Required
LOI Days Available
LOI Distance Return
Pending Timer
Pending Timer Default
Dispatch Timer
Acknowledge Timer
Enroute Timer
Arrive Timer
Initial Callback Timer
Repeat Callback Timer
Nearby Event Distance

Tab: Esz
ESZ
Deployment Plan Name
Beat
Dispatch Group
Alarm Level
Response Plan Name
Event Type Code
Event SubType Code

Tab: Agency Deployment Plan
Deployment Plan Name
Agency ID
Description

Tab: Data Role
Data
Date Role ID
Data Role Short Code
Description

Tab: Data Role Permission
Agency ID
Data Role ID
Dispatch Group
Data Access Level

Tab: Action Role
Action Role ID
Action Role Name
Action License
Action Role Short Code
Description

Tab: User Group
Group ID
Group Name
Action Role
Data Role
LDAP Source
Description

Tab: Defined Station
Station ID
Agency ID
Dispatch Group
Station Name
Beat
Latitude
Longitude
Max Dispatch Time
Max Acknowledge Time
Max Enroute Time
Max Arrive Time
Phone Number

Tab: Defined Unit Type
Unit Type
Agency ID
Unit Category
Description
Maximum Recommendation Distance

Tab: Agency Event Disposition Type
Disposition Code
Agency ID
Case Number Table ID
Comment Required
Description

Tab: Out of Service Type
Out of Service Type Code
Dispatchability
Description

Tab: Out of Service Type Agency
Agency ID
Out of Service Type Code
Alert Time

Tab: Defined Unit	Tab: Defined Employee	Tab: Rotational Service Company
Unit ID	Employee Username	Company Name
Agency ID	Employee ID Number	Company ID
Dispatch Group	Alternate ID	Company Address
Unit Type	First Name	Contact Info
Beat	Middle Initial	Default Tow Location
Bay	Last Name	Active After Time
Permanent Deployment Location	Employee Password	Special Instructions
Latitude	No. of Days Password Valid	
Longitude	Password Expiry Notification Before	
Station	Agency ID	
Status	Employee Default Unit ID	
Default Unit Status	Employee Default User Group	
	Blood Type	
	Email Address	
	Employee Street Address	
	Employee City	
	Employee State	
	Employee Phone Number	
	Employee Contract Name	
	Emergency Contract Address	
	Emergency Contract City	
	Emergency Contact State	
	Emergency Contact Phone	

Tab: Rotational Service Company Area	Tab: Rotational Service Equipment	Tab: Rotational Service Phone Data
Area Name	Service Area Name	Area Name
Boundary	Company ID	Phone Type
Company ID	Equipment Type	Company ID
Description	Service Accepted?	Phone Number
	Main Service Type	
	Secondary Service Type	
	Monday Begin Time	
	Monday End Time	
	Tuesday Begin Time	
	Tuesday End Time	
	Wednesday Begin Time	
	Wednesday End Time	
	Thursday Begin Time	
	Thursday End Time	
	Friday Begin Time	
	Friday End Time	
	Saturday Begin Time	
	Saturday End Time	
	Sunday Begin Time	
	Sunday End Time	

ATTACHMENT H: IOC TEST SCENARIOS

The following is a list of the test scenarios that will be executed during IOC Testing.

Creating an Event
- Create an event directly from the map
- Create an event through the Call-Taker dialog

Logging On and Off Units
- Log units on
- Log a unit off
- Create a Field Event for a unit

Using the Map
- Toggle layers on and off
- Pan on the map, zoom in and out, zoom to an area
- Starting from an event icon, view more information about that event
- Starting from a unit icon, display more information about that unit

Using the Event Board
- From an event card, add remarks, edit the event, and cancel events
- From the command line, hold an event
- From an event card, take action on associated units, preempt a held event, view chronology
- Search from all events displayed on the Event Board

Using the Unit Board
- Filter within the Unit Board by status, type, dispatch group, and Unit ID
- Select a unit and change its status
- Select a unit and determine its next action

Dispatching, Updating & Clearing Events
- Dispatch from the Map Using Drag & Drop
- Dispatch Using the Dialog Box
- Update an Event from the Map
- Update an Event from the Menu
- Update an Event from the Event Board
- Update an Event from the Event Panel
- Clear Units from an Event on the Event Board

Creating Feeds
- Create and launch a custom feed

ATTACHMENT I: TECHNICAL MATRIX

[following this page]

HxGN OnCall Dispatch Capabilities Matrix (2009) - Cloud			Date: 10/25/2020
Section	Category	Capability	Product Name
Call Handling / CAD Event Creation	Call Handling	Import and attach/append, automatically upon user command, automatic number information (ANI) and automatic location information (ALI) to a CFS.	HxGN OnCall Dispatch	Call-Taker
Call Handling / CAD Event Creation	Call Handling	Import (automatically) a CFS generated on an MDC.	HxGN OnCall Dispatch	Mobile Unit
Call Handling / CAD Event Creation	Update Call for Service Event Data	Require confirmation from the user when attempting to update any field in a closed event.	HxGN OnCall Dispatch	Advantage
Call Handling / CAD Event Creation	Update Call for Service Event Data	Allow the user to supplement and/or change any field of a closed event without having to change the state of the event.	HxGN OnCall Dispatch	Advantage
Call Handling / CAD Event Creation	Determine Dispatch Need	Provide the capability to close out the CFS record without assigning a resource, if it is determined that a CFS does not require the assignment of a resource(s).	HxGN OnCall Dispatch	Essentials
Call Handling / CAD Event Creation	Determine Dispatch Need	Allow the user to append a disposition code and comments to events that are not assigned any resources.	HxGN OnCall Dispatch	Essentials
Call Handling / CAD Event Creation	Utilize Incident Disposition	Allow the user to enter one or more dispositions, as dictated by agency policy, when a CAD event is closed.	HxGN OnCall Dispatch	Essentials
Call Handling / CAD Event Creation	Utilize Incident Disposition	Close a CAD event record automatically if no resources remain assigned to the event.	HxGN OnCall Dispatch	Essentials
Call Handling / CAD Event Creation	Utilize Incident Disposition	Provide the capability for a mobile unit to enter one or more dispositions when clearing from a CAD event.	HxGN OnCall Dispatch	Mobile Unit
Call Handling / CAD Event Creation	Assign Incident Classification and Priority	Allow the user to interrupt the CFS event creation process and save entered information, sometimes known as call stacking, to process a higher priority incoming incident.	HxGN OnCall Dispatch	Call-Taker
Call Handling / CAD Event Creation	Assign Incident Classification and Priority	Provide the ability to save one or more partially completed CFS events in order to enter a higher priority incident, keeping all entered data intact.	HxGN OnCall Dispatch	Call-Taker
Call Handling / CAD Event Creation	Assign Incident Classification and Priority	Provide the ability to redirect assigned resources to a higher priority CFS event based on agency defined criteria.	HxGN OnCall Dispatch	Essentials
Call Handling / CAD Event Creation	Assign Incident Classification and Priority	Allow CAD users to be able to select a partially completed CFS event from a CAD event queue and complete the CFS entry process.	HxGN OnCall Dispatch	Call-Taker
Call Handling / CAD Event Creation	Check for Duplicate Incidents	Store all transactions resulting from the duplicate event detection process in the system's audit log.	HxGN OnCall Dispatch	Call-Taker
Call Handling / CAD Event Creation	Check for Duplicate Incidents	Identify during the creation of a CFS event whether the event is a potential duplicate of an active CAD event or an event recently closed; and, notify the call taker of the results.	HxGN OnCall Dispatch	Call-Taker
Call Handling / CAD Event Creation	Check for Duplicate Incidents	Check, as configured by the system administrator, by exact street address, street address block range, or geo-coordinates, the location of each new CFS event to determine whether another event exists.	HxGN OnCall Dispatch	Call-Taker
Call Handling / CAD Event Creation	Check for Duplicate Incidents	Check, as configured by the system administrator, within a pre-defined search radius of the location of each new CFS event, to determine whether another event exists within the search radius.	HxGN OnCall Dispatch	Call-Taker
Call Handling / CAD Event Creation	Check for Duplicate Incidents	Allow an authorized user to change the duplicate event search parameters (e.g. distance, exact street address match only, street address block range).	HxGN OnCall Dispatch	Advantage
Call Handling / CAD Event Creation	Check for Duplicate Incidents	Present the user with the following information for each potential duplicate event if potential duplicates are located: o Incident ID o Type of incident o Location of the incident o Status of the incident	HxGN OnCall Dispatch	Advantage

Call Handling / CAD Event Creation	Check for Duplicate Incidents	Allow the user the ability to create a new CFS event and link the event to the primary event records; or, to merge any new information contained in a duplicate event into the main event record associated with the identified duplicate CAD event.	HxGN OnCall Dispatch | Advantage
Call Handling / CAD Event Creation	Check for Duplicate Incidents	Allow the call taker to re-open closed CAD events that are duplicates of a new event, add additional information to the re-opened CAD event records, and, if necessary, re- route them back through the dispatch process.	HxGN OnCall Dispatch | Advantage
Call Handling / CAD Event Creation	Check for Duplicate Incidents	Cross-reference duplicate events to the primary event records, leave both events open, or abandon processing of the duplicate event.	HxGN OnCall Dispatch | Advantage
Call Handling / CAD Event Creation	Incident Information	Provide the ability to dispatch once location and nature are obtained.	HxGN OnCall Dispatch | Essentials
Call Handling / CAD Event Creation	Incident Information	Include an automated connection/interface to the 9-1-1 telephone system to use ANI/ALI data to populate the incident entry screen form.	HxGN OnCall Dispatch | Call-Taker
Call Handling / CAD Event Creation	Incident Information	Provide the ability to use ANI/ALI data to assist with CFS entry.	HxGN OnCall Dispatch | Call-Taker
Call Handling / CAD Event Creation	Determining Capture Locations	Obtain all different versions (Standard, Standard Plus, Extended Plus) of ANI/ALI information automatically from interfaced phone systems without requiring the user to manually re-enter the information into a CAD event entry screen.	HxGN OnCall Dispatch | Call-Taker
Call Handling / CAD Event Creation	Determining Capture Locations	Append 9-1-1 reported data to the record if the user has entered data into any field before accepting the 9-1-1 information, but not overwrite the data entered by the user.	HxGN OnCall Dispatch | Call-Taker
Call Handling / CAD Event Creation	Location Verification	Provide the ability to generate a report of geofile overrides.	HxGN OnCall Dispatch | Advantage
Call Handling / CAD Event Creation	Retrieve Incoming Calls	Include an interface to the 9-1-1 telephone system that, upon user command, causes the automatic transfer of an emergency call's ALI information from the telephone system to an appropriate field of the CAD event data entry screen.	HxGN OnCall Dispatch | Call-Taker
Call Handling / CAD Event Creation	Retrieve Incoming Calls	Allow call takers to initiate a CAD command/or function that will cause the CAD system to populate the CAD event data entry screen with call-back telephone number information if it is available.	HxGN OnCall Dispatch | Call-Taker
Call Handling / CAD Event Creation	Retrieve Incoming Calls	Transfer, depending on PSAP policy, the telephone subscriber's name to a field in the CAD event data entry screen's reporting party's name data field.	HxGN OnCall Dispatch | Call-Taker
Call Handling / CAD Event Creation	Involved Person Information	Initiate an automatic query, upon entry of information about an individual associated with an event, using the following guidelines at a minimum: If the name only is known, then a name query be initiated to local files capable of performing a lookup based only on a name, or If the minimum required fields contain enough data for state and federal queries, then the system initiate queries to local, state and federal databases.	HxGN OnCall Dispatch | Informer
Call Handling / CAD Event Creation	Involved Person Information	Return all responses from local, state, and federal databases to the data entry originator.	HxGN OnCall Dispatch | Informer
Call Handling / CAD Event Creation	Involved Person Information	Bring positive responses (e.g. possible "hits") that require a review by the originator to the attention of the originator through the use of audible and visual indicators.	HxGN OnCall Dispatch | Informer
Call Handling / CAD Event Creation	Involved Vehicle Information	Return all responses from local, state, and federal databases to the data entry originator.	HxGN OnCall Dispatch | Informer
Call Handling / CAD Event Creation	Involved Vehicle Information	Bring positive responses (e.g. possible "hits") that require a review by the originator to the attention of the originator through the use of audible and visual indicators.	HxGN OnCall Dispatch | Informer

Call Handling / CAD Event Creation	Involved Vehicle Information	Be capable of collecting the following information about each vehicle associated with an event: o License plate o License plate state o License plate type o License plate year of expiration o Primary vehicle color o Vehicle Identification Number (VIN) o Vehicle make o Vehicle model o Vehicle year o Secondary vehicle color	HxGN OnCall Dispatch | Informer
Call Handling / CAD Event Creation	Involved Vehicle Information	Initiate an automatic query to local, state and federal databases, upon entry of information about a vehicle associated with an event, using the following guidelines at a minimum: o License plate number and license plate state o VIN and vehicle make	HxGN OnCall Dispatch | Informer
Call Handling / CAD Event Creation	Involved Vehicle Information	Initiate a cascaded query, upon receipt of a response from the DMV containing the name of the registered owner of the vehicle, to local, state and federal databases, to check the wanted status, driver's license status, and other statuses of interest about the registered owner.	HxGN OnCall Dispatch | Informer
Call Handling / CAD Event Creation	Premises Hazards and Previous History	Have the capability to retrieve information about a premises and the surrounding/adjacent area as an ad-hoc query.	HxGN OnCall Dispatch | Advantage
Call Handling / CAD Event Creation	Ability to Route to a "Decision Dispatcher"	Route the event (once the decision dispatcher has dispatched the event to the appropriate resources) to another dispatcher that takes responsibility for the event from that point forward.	HxGN OnCall Dispatch | Advantage
Call Handling / CAD Event Creation	Ability to Route to a "Decision Dispatcher"	Be able to route CAD events to the appropriate decision dispatcher (when multiple "decision dispatchers" exist) based on parameters configured by the system administrator.	HxGN OnCall Dispatch | Advantage
Call Handling / CAD Event Creation	Ability to Route to a "Decision Dispatcher"	Be able to route to the appropriate radio dispatcher (when multiple radio dispatchers exist to handle the remainder of the event) based on the actions by the decision dispatcher and/or predicated by event type and location.	HxGN OnCall Dispatch | Advantage
Dispatch Support	Run Cards / Response Plans	Allow for dynamic and fixed/static response plans.	HxGN OnCall Dispatch | Essentials
Dispatch Support	Run Cards / Response Plans	Allow for unlimited alarm levels.	HxGN OnCall Dispatch | Essentials
Dispatch Support	Run Cards / Response Plans	Allow for the use of primary and secondary capabilities.	HxGN OnCall Dispatch | Essentials
Dispatch Support	Run Cards / Response Plans	Allow for assignment to be by resource type, capability and equipment (e.g. thermal imager).	HxGN OnCall Dispatch | Essentials
Dispatch Support	Run Cards / Response Plans	Allow for the use of personnel capabilities (e.g. personnel with Spanish speaking ability).	HxGN OnCall Dispatch | Essentials
Dispatch Support	Run Cards / Response Plans	Allow for the use of resource groups made up of individual units [e.g. a Hazmat (hazardous material) group made up of several units and dispatched as a single "Hazmat team" (i.e. single unit)].	HxGN OnCall Dispatch | Essentials
Dispatch Support	Run Cards / Response Plans	Allow for the use of premises-based or address-based response plans.	HxGN OnCall Dispatch | Essentials
Dispatch Support	Run Cards / Response Plans	Allow for the use of AVL systems for selecting units.	HxGN OnCall Dispatch | Essentials
Dispatch Support	Run Cards / Response Plans	Support multiple agency response plans.	HxGN OnCall Dispatch | Essentials
Dispatch Support	Run Cards / Response Plans	Allow for unit assignment based on time or distance to the incident.	HxGN OnCall Dispatch | Essentials
Dispatch Support	Run Cards / Response Plans	Allow for adjustable plans that are based on time of day or day of week.	HxGN OnCall Dispatch | Essentials
Dispatch Support	Adjustable Dispatch Levels	Allow for adjustable dispatch levels.	HxGN OnCall Dispatch | Administrator

Dispatch Support	Adjustable Dispatch Levels	Allow for an unlimited number of dispatch levels.	HxGN OnCall Dispatch | Administrator
Dispatch Support	Adjustable Dispatch Levels	Allow for a user-defined naming convention for the dispatch levels.	HxGN OnCall Dispatch | Administrator
Dispatch Support	Adjustable Dispatch Levels	Enable adjustable dispatch levels to be individually activated (e.g. a fire response plan would change to Level 2, and an ALS response would change to a Level 3, or all plans could change to a defined level).	HxGN OnCall Dispatch | Administrator
Dispatch Support	Adjustable Dispatch Levels	Have an easily viewable method to review current dispatch levels.	HxGN OnCall Dispatch | Administrator
Dispatch Support	Adjustable Dispatch Levels	Alert the dispatcher when the required number or type of units are not dispatched (e.g. one police unit to a domestic call instead of two, or two fire engines to a commercial fire instead of four).	HxGN OnCall Dispatch | Administrator
Dispatch Support	Unit Rotation (Unit Load Balancing)	Allow for customization based on the needs of the agency. (e.g. incident address, response type, assignment, resources required, unit-on-task-time, unit utilization, time of day and proximity if you have multiple available companies with the capability required).	HxGN OnCall Dispatch | Administrator
Dispatch Support	Unit Rotation (Unit Load Balancing)	Make unit response recommendations based on the configuration of rules defined by the agency.	HxGN OnCall Dispatch | Essentials
Dispatch Support	Conditional Availability of Apparatus	Have the capability to code the conditional availability of units.	HxGN OnCall Dispatch | Essentials
Dispatch Support	Conditional Availability of Apparatus	Be able to prioritize an incident and recommend the type of units based on the prioritization of that event and the current status of the unit.	HxGN OnCall Dispatch | Essentials
Dispatch Support	Conditional Availability of Apparatus	Have a unit recommendation feature with the flexibility to be overridden by the dispatcher.	HxGN OnCall Dispatch | Essentials
Dispatch Support	Special Dispatch Areas	Define special dispatch area types and assign each a unique identifier.	HxGN OnCall Dispatch | Administrator
Dispatch Support	Special Dispatch Areas	Assign a special dispatch area type to CAD geofile addresses, intersections, and blocks for each service agency (e.g. law enforcement, fire, EMS, utility).	HxGN OnCall Dispatch | Administrator
Dispatch Support	Special Dispatch Areas	Specify a non-standard response for a location identified with a special dispatch area type.	HxGN OnCall Dispatch | Administrator
Dispatch Support	Special Dispatch Areas	Define non-standard responses as being applicable only during certain days of the week and/or times of the day (i.e. window for utilization).	HxGN OnCall Dispatch | Administrator
Dispatch Support	Special Dispatch Areas	Provide the capability that if one or more windows are defined but none of them are applicable, then the standard response is employed.	HxGN OnCall Dispatch | Administrator
Dispatch Support	Emergency Medical Dispatch / Incident Triage	Include (or allow for the installation of) an EMD or incident triage program.	HxGN OnCall Dispatch | Call-Taker
Dispatch Support	Be On the Look-Out / Attempt to Locate	Support creation and distribution of any BOLO entered into the system.	HxGN OnCall Dispatch | Advantage
Dispatch Support	Be On the Look-Out / Attempt to Locate	Provide a BOLO structure to include all necessary information such as the nature of the BOLO, priority, date, range of effectiveness, subject and/or vehicle information, hazard information, and contact information.	HxGN OnCall Dispatch | Advantage
Dispatch Support	Be On the Look-Out / Attempt to Locate	Allow narrative fields for additional information	HxGN OnCall Dispatch | Advantage
Dispatch Support	Be On the Look-Out / Attempt to Locate	Flag the field (automatically) with configurable visual and audible alerts.	HxGN OnCall Dispatch | Advantage
Dispatch Support	Be On the Look-Out / Attempt to Locate	Support a workflow record for initial BOLO creation and any additional edits.	HxGN OnCall Dispatch | Advantage
Dispatch Support	Dispatch Units	Have the optional ability to assign one incident number to each unit responding to the incident.	HxGN OnCall Dispatch | Advantage

Dispatch Support	Dispatch Units	Capture every time stamp associated with each unit's response and status change related to the incident.	HxGN OnCall Dispatch | Essentials
Dispatch Support	Dispatch Units	Capture all status changes and their times for statistical and research purposes(e.g. out of service versus in service to calculate "lost unit hours").	HxGN OnCall Dispatch | Essentials
Dispatch Support	Resource Alerting	Alert via MDC.	HxGN OnCall Dispatch | Mobile Unit
Resource / Unit Management	Staffed vs Unstaffed Units	Provide the ability to dynamically document that a unit is staffed or unstaffed before or after it is assigned to an incident.	HxGN OnCall Dispatch | Essentials
Resource / Unit Management	Cross-Staffing / Crew Counting / Shared Staffing / Contingent Staffing	Take, based on a single shared crew assigned to multiple pieces of apparatus, the remaining piece(s) of apparatus out of service, when one piece of apparatus is assigned to an event.	HxGN OnCall Dispatch | Advantage
Resource / Unit Management	Additional Unit Status	Include the various statuses needed for unit readiness or during patient care.	HxGN OnCall Dispatch | Advantage
Resource / Unit Management	Additional Unit Status	Add parameters to the incident that relate to the response priority (i.e. lights and siren or non-emergency mode).	HxGN OnCall Dispatch | Advantage
Resource / Unit Management	Additional Unit Status	Show if a unit is BLS or ALS.	HxGN OnCall Dispatch | Essentials
Resource / Unit Management	Strike Team / Task Force Designations	Allow the dispatcher to group units into a task force or strike team (i.e. virtual unit).	HxGN OnCall Dispatch | Advantage
Resource / Unit Management	Strike Team / Task Force Designations	Track (individually) all resources in the system's database, and also make a record that the resources were part of a virtual unit so the virtual unit response data can be easily retrieved.	HxGN OnCall Dispatch | Advantage
Resource / Unit Management	Rostering	Provide the capability to create rosters (i.e. assign personnel to a vehicle or position to facilitate on/off duty transactions).	HxGN OnCall Dispatch | Administrator
Resource / Unit Management	Rostering	Allow the dispatcher to adjust the rosters and/or assignments (i.e. on-the-fly, during shifts, and above normal complements).	HxGN OnCall Dispatch | Advantage
Resource / Unit Management	Mileage Tracking	Capture beginning and ending mileage for individual transports.	HxGN OnCall Dispatch | Advantage
Resource / Unit Management	Mileage Tracking	Provide a method of integration with an AVL system for increased accuracy and efficiency.	HxGN OnCall Dispatch | Advantage
Resource / Unit Management	Mileage Tracking	Use GIS/mapping to supplement driving directions based on shortest route beginning and ending address locations, with regard to environmental factors such as time of day, weather conditions, train schedules, and road/bridge blockages.	HxGN OnCall Dispatch | Advantage
Resource / Unit Management	Mileage Tracking	Provide the ability for an authorized user to manually override an entry by a dispatcher or supervisor.	HxGN OnCall Dispatch | Advantage
Resource / Unit Management	Mileage Tracking	Record the overridden information in an audit log.	HxGN OnCall Dispatch | Advantage
Resource / Unit Management	Hydrant Location and Status	Record, and display, with hydrant information, alternative water sources (e.g. ponds, creeks).	HxGN OnCall Dispatch | Advantage
Resource / Unit Management	Additional Unit Dispositions	Enable the CAD administrator to define a list of available unit dispositions.	HxGN OnCall Dispatch | Administrator
Resource / Unit Management	Additional Unit Dispositions	Require a disposition based on call type and jurisdiction.	HxGN OnCall Dispatch | Administrator
Resource / Unit Management	Additional Unit Dispositions	Enable assisting units to report one or more dispositions when agency policy requires a disposition from each unit assigned to a CFS.	HxGN OnCall Dispatch | Essentials
Resource / Unit Management	Additional Unit Dispositions	Facilitate the recording of dispositions by the dispatcher or the field unit if MDC- equipped.	HxGN OnCall Dispatch | Essentials
Resource / Unit Management	Additional Unit Dispositions	Include a multiplication factor for each disposition when multiple instances of the same disposition apply (e.g. 10 traffic summons written could be recorded using a single disposition of "traffic summons issued," times 10).	HxGN OnCall Dispatch | Essentials
Resource / Unit Management	Additional Unit Dispositions	The CAD system NOT require a disposition if agency policy does not require the use of dispositions.	HxGN OnCall Dispatch | Essentials
Resource / Unit Management	Geo-fencing	Provide geo-fence creation tools that allow the use of polygons, circles, ellipses, and rectangles.	HxGN OnCall Dispatch | Advantage

Resource / Unit Management	Geo-fencing	Display details about a resource to aid in identification, location and purpose.	HxGN OnCall Dispatch | Advantage
Resource / Unit Management	Geo-fencing	Facilitate the creation of multiple, coexisting, overlapping geo-fences.	HxGN OnCall Dispatch | Advantage
Resource / Unit Management	Geo-fencing	Support unique geo-fence names and each geo-fence be visually distinct.	HxGN OnCall Dispatch | Advantage
Resource / Unit Management	Geo-fencing	Provide the ability to create, manage and record geo-fence areas to track the entry and/or exit of GIS based resources.	HxGN OnCall Dispatch | Advantage
Resource / Unit Management	Station Dispatch	Provide the capability to dispatch a fire and/or EMS station to an incident regardless of the number of units or personnel that station has assigned to it or on duty.	HxGN OnCall Dispatch | Essentials
Resource / Unit Management	Vehicle / Unit Change	Track Units having multiple units with multiple capabilities, and attributes should be reflected as multiple types (e.g. a Quint, pumper, or ladder).	HxGN OnCall Dispatch | Essentials
Resource / Unit Management	Vehicle / Unit Change	Recommend resources based on the appropriate type (e.g. a "Quint" type fire apparatus may be recommended as either a pumper or a ladder truck).	HxGN OnCall Dispatch | Essentials
Resource / Unit Management	Automatic Driving Directions / Routing	Provide a route that considers current impedances (e.g. road closures, road construction, accidents, disable vehicles)	HxGN OnCall Dispatch | Essentials
Resource / Unit Management	Automatic Driving Directions / Routing	Provide a route that considers speed limits, traffic lights, stop signs, and other traffic control variables.	HxGN OnCall Dispatch | Essentials
Resource / Unit Management	Automatic Driving Directions / Routing	Provide a visual map that presents the entire route.	HxGN OnCall Dispatch | Essentials
Resource / Unit Management	Automatic Driving Directions / Routing	Account for one-way roads, highway overpasses, and other considerations that impact safety.	HxGN OnCall Dispatch | Essentials
Resource / Unit Management	Automatic Driving Directions / Routing	Include traffic weights that are considerate of time-of-day, day-of-week, and day- of-year to account for rush hour and holiday congestion.	HxGN OnCall Dispatch | Essentials
Call / Incident / Event Management	Display of Incident / Event Data	Provide updated information that is easily discernible from the previously read data (e.g. newest information on the top, different font/color text).	HxGN OnCall Dispatch | Advantage
Call / Incident / Event Management	Dispatch Resource Decision	Recommend resources, when the resource requirement is changed, based upon agency defined procedures, workload balancing, unit capability, and proximity of the resources.	HxGN OnCall Dispatch | Essentials
Call / Incident / Event Management	Update Assigned Resources	Recommend readjusted resources that meet the requirements of the incident.	HxGN OnCall Dispatch | Essentials
Call / Incident / Event Management	Update Assigned Resources	Record any changes to assigned resources as an update to the CFS event.	HxGN OnCall Dispatch | Essentials
Call / Incident / Event Management	Update Assigned Resources	Provide the capability to recommend additional resources based on response plans and/or local policies.	HxGN OnCall Dispatch | Essentials
Call / Incident / Event Management	Update Supplemental Resources Tracking	Allow the ability to divide the response area into multiple zones, based on user- defined criteria, to ensure a quick response to the request.	HxGN OnCall Dispatch | Essentials
Call / Incident / Event Management	Update Supplemental Resources Tracking	Make recommendations for resources to prevent any one entity from being favored.	HxGN OnCall Dispatch | Essentials
Call / Incident / Event Management	Update Supplemental Resources Tracking	Allow cancellation of or by-passing the recommendation, returning the skipped company to be placed back in the rotation either at the bottom or top of the rotation, depending on the circumstances.	HxGN OnCall Dispatch | Essentials
Call / Incident / Event Management	Update Supplemental Resources Tracking	Provide the ability to skip a suggested resource, capturing the reason for the exception and placing the resource either back at the top of the queue or at the bottom, based on the reasoning.	HxGN OnCall Dispatch | Essentials
Call / Incident / Event Management	Update Supplemental Resources Tracking	Provide the ability to create and maintain rotating and non-rotating service provider information (i.e. towing companies).	HxGN OnCall Dispatch | Essentials
Call / Incident / Event Management	Assign Units	Allow the assignment of units by using drag-and-drop and point-and-click pull-down menus.	HxGN OnCall Dispatch | Essentials

Call / Incident / Event Management	Assign Units	Re-queue the CFS that has had all units removed, but has not been handled.	HxGN OnCall Dispatch | Essentials
Call / Incident / Event Management	Assign Units	Recommend a unit that is unavailable only if SOP permits units to be pre-empted for a higher priority event	HxGN OnCall Dispatch | Essentials
Call / Incident / Event Management	Assign Units	Provide the ability to assign one or more units to an incident with a single command.	HxGN OnCall Dispatch | Essentials
Call / Incident / Event Management	Assign Units	Provide the ability to dynamically, and without user intervention, change the unit recommendation if relevant incident information changes (i.e. type, location, alarm level).	HxGN OnCall Dispatch | Essentials
Call / Incident / Event Management	Assign Units	Provide the ability to cancel a unit from an assignment: If the cancelled unit is the only unit assigned, then the CFS will be returned to the pending event queue.	HxGN OnCall Dispatch | Essentials
Call / Incident / Event Management	Assign Units	Provide the ability to assign or add multiple units to a CFS event with a single command.	HxGN OnCall Dispatch | Essentials
Call / Incident / Event Management	Assign Units	Provide the ability to assign a single unit to multiple CFS events.	HxGN OnCall Dispatch | Essentials
Call / Incident / Event Management	Assign Units	Provide the ability to hold a CFS event for a specific unit.	HxGN OnCall Dispatch | Essentials
Call / Incident / Event Management	Assign Units	Allow the dispatcher to override the system recommended units and assign other units.	HxGN OnCall Dispatch | Essentials
Call / Incident / Event Management	Update Incident Data	Allow, at any time, additional incident information to be added to the CFS event, both prior to and after closing the incident.	HxGN OnCall Dispatch | Advantage
Call / Incident / Event Management	Update Incident Data	Provide the ability for one or more CAD users to simultaneously add incident information to an active or closed CFS event.	HxGN OnCall Dispatch | Advantage
Call / Incident / Event Management	Reopen Incident	Ensure all changes to the CFS event are time/date stamped.	HxGN OnCall Dispatch | Advantage
Call / Incident / Event Management	Reopen Incident	Notify the CAD user attempting to add information to a closed CFS event that the event is closed.	HxGN OnCall Dispatch | Advantage
Call / Incident / Event Management	Reopen Incident	Provide the ability to add comments to a CFS event without reopening the original CFS event.	HxGN OnCall Dispatch | Advantage
Call / Incident / Event Management	Reopen Incident	Provide the ability to reopen a CFS event by incident number, location, or unit ID.	HxGN OnCall Dispatch | Advantage
Call / Incident / Event Management	Reopen Incident	Provide the ability to reopen closed CFS events and assign units.	HxGN OnCall Dispatch | Advantage
Call / Incident / Event Management	Reopen Incident	Provide the ability to open a closed CFS event as a new CFS using information from the old CFS event, but with new time stamps.	HxGN OnCall Dispatch | Advantage
Call / Incident / Event Management	Add Destination Locations	Have the ability to accurately track the destination of all units assigned to a particular incident within the CFS event, and to allow these locations and activities to change throughout the incident	HxGN OnCall Dispatch | Advantage
Call / Incident / Event Management	Patient Tracking	Meet Federal HIPAA (Health Information Portability and Accountability Act) requirements for data security where appropriate.	HxGN OnCall Dispatch | Advantage
Call / Incident / Event Management	Multiple Simultaneous Incidents to Single Unit	Allow a dispatcher to hold or stack events to a busy unit, as well as units that are in-service. o If a unit is on an assignment, when the unit clears its assignment, then the system notify the dispatcher the unit is available.	HxGN OnCall Dispatch | Advantage
Call / Incident / Event Management	Multiple Simultaneous Incidents to Single Unit	Provide the agency a method to define what events can be held.	HxGN OnCall Dispatch | Advantage
Call / Incident / Event Management	Multiple Simultaneous Incidents to Single Unit	Notify the unit that it is being held when an event is placed on hold.	HxGN OnCall Dispatch | Advantage
Call / Incident / Event Management	Multiple Simultaneous Incidents to Single Unit	Allow several events to be placed on hold for a single unit.	HxGN OnCall Dispatch | Advantage
Call / Incident / Event Management	Multiple Simultaneous Incidents to Single Unit	Record in the history of the CFS event when an event is placed on hold.	HxGN OnCall Dispatch | Advantage
Call / Incident / Event Management	Multiple Simultaneous Incidents to Single Unit	Apply timers to all held CFS events and alert the dispatcher when a held event has exceeded the allowable time in a held status.	HxGN OnCall Dispatch | Advantage
Call / Incident / Event Management	Multiple Simultaneous Incidents to Single Unit	Provide dispatchers with the ability to pre-empt a unit and dispatch the unit to another event. o If all units are removed from the original event, then it be placed in the pending CFS events monitor.	HxGN OnCall Dispatch | Advantage

Call / Incident / Event Management	Multiple Simultaneous Incidents to Single Unit	NOT limit the ability of the dispatcher to assign another unit to the incident or for field units to self-dispatch (assign) themselves to an event that has been placed on hold, if permitted by agency policy.	HxGN OnCall Dispatch | Advantage
Call / Incident / Event Management	Scheduled Events	Provide the ability to automatically schedule the CFS event for future dispatch.	HxGN OnCall Dispatch | Advantage
Call / Incident / Event Management	Scheduled Events	Allow scheduled events to be created by entering a CFS or by sending a message.	HxGN OnCall Dispatch | Advantage
Call / Incident / Event Management	Scheduled Events	Be capable of displaying a list of all scheduled events.	HxGN OnCall Dispatch | Advantage
Call / Incident / Event Management	Scheduled Events	Provide the ability for authorized users to activate a scheduled event at any time.	HxGN OnCall Dispatch | Advantage
Call / Incident / Event Management	Scheduled Events	Send a message to the appropriate users when the scheduled activity occurs.	HxGN OnCall Dispatch | Advantage
Call / Incident / Event Management	Scheduled Events	Support location override for scheduled incidents	HxGN OnCall Dispatch | Advantage
Call / Incident / Event Management	Single Discipline Incident to a Combined Discipline Incident	Provide the ability to add another agency's resources to a CFS event.	HxGN OnCall Dispatch | Essentials
Call / Incident / Event Management	Single Discipline Incident to a Combined Discipline Incident	Provide the ability to assign an agency specific incident/event number to the CFS event.	HxGN OnCall Dispatch | Essentials
Call / Incident / Event Management	Single Discipline Incident to a Combined Discipline Incident	Provide the ability to link added agency records with the initial CFS event.	HxGN OnCall Dispatch | Essentials
Call / Incident / Event Management	Single Discipline Incident to a Combined Discipline Incident	Provide the ability to share incident information across multiple linked records.	HxGN OnCall Dispatch | Essentials
Call / Incident / Event Management	Single Discipline Incident to a Combined Discipline Incident	Provide the ability to track the added resources for the duration of the incident.	HxGN OnCall Dispatch | Essentials
Call / Incident / Event Management	Timers	Have, and allow configuration of, multiple timers based on unit status and CAD incident type, such as time on a particular call, time since last check-in, and time at the hospital or jail.	HxGN OnCall Dispatch | Advantage
Call / Incident / Event Management	Timers	Have, and allow configuration of, timers for CAD system events, such as a priority 1 call overdue to be dispatched.	HxGN OnCall Dispatch | Advantage
Call / Incident / Event Management	Timers	Allow for operators to manually place a timer alert on a CFS or a unit.	HxGN OnCall Dispatch | Advantage
Call / Incident / Event Management	Timers	Minimally include "down to the second" timestamps (e.g. hh/mm/ss).	HxGN OnCall Dispatch | Advantage
Call / Incident / Event Management	Timers	Allow configurable timers (i.e. 'hh:mm:ss', 'mm:ss', or 'ss').	HxGN OnCall Dispatch | Advantage
Call / Incident / Event Management	User Defined Status Timers	Be equipped with predefined timers that can be configured by the system administrator.	HxGN OnCall Dispatch | Advantage
Call / Incident / Event Management	User Defined Status Timers	Provide the ability for the system administrator to create customized definable timers.	HxGN OnCall Dispatch | Advantage
Call / Incident / Event Management	User Defined Status Timers	Record timer activity to the CFS event log.	HxGN OnCall Dispatch | Advantage
Call / Incident / Event Management	User Defined Status Timers	Produce both visual and audible alerts to the dispatcher when a timer is triggered.	HxGN OnCall Dispatch | Advantage
Supplemental Resource Request and Tracking	Request Supplemental Resource	Be able to store, and easily retrieve, a file for standardized and ad hoc supplemental resources that may be recalled and requested as needed for services not available from the public safety agencies.	HxGN OnCall Dispatch | Advantage
Supplemental Resource Request and Tracking	Request Supplemental Resource	Make request and "dispatch" of said resources on the basis of the unique type of service needed, the geographic proximity to the site of the needed service, or a rotation of the unique service providers of a given type—or, a combination of methods.	HxGN OnCall Dispatch | Advantage
Supplemental Resource Request and Tracking	Request Supplemental Resource	Be able to create a unique or supplemental unit designation in real time.	HxGN OnCall Dispatch | Advantage
Supplemental Resource Request and Tracking	Request Supplemental Resource	Be able to record the activities of unique or supplemental units in the same manner in which agency response units are tracked and their activities recorded.	HxGN OnCall Dispatch | Advantage
Supplemental Resource Request and Tracking	Request Supplemental Resource	Allow for agency-configurable non-agency units to be recommended, such as the closest towing company recommendation when a unit is dispatched to an accident event type. The recommendation will take into account the rotation of towing companies.	HxGN OnCall Dispatch | Advantage

Supplemental Resource Request and Tracking	Request Supplemental Resource Rotation List	Store, and provide for easy retrieval, a list of authorized providers of unique or supplemental supplies or services.	HxGN OnCall Dispatch | Advantage
Supplemental Resource Request and Tracking	Request Supplemental Resource Rotation List	Provide multiple sources of contact for each authorized vendor.	HxGN OnCall Dispatch | Advantage
Supplemental Resource Request and Tracking	Request Supplemental Resource Rotation List	Be able to display the list of authorized service providers based upon geographical proximity to the site of need, by rotation, or by agency preference based upon contractual agreement.	HxGN OnCall Dispatch | Advantage
Supplemental Resource Request and Tracking	Request Supplemental Resource Rotation List	Record the transactions that occur with supplemental or unique resources.	HxGN OnCall Dispatch | Advantage
Supplemental Resource Request and Tracking	Notify Supplemental Resource Service	Provide the ability to contact the supplemental resource; and, provide dispatch information by the dispatcher about the incident to which the resource is requested to respond.	HxGN OnCall Dispatch | Advantage
Supplemental Resource Request and Tracking	Notify Supplemental Resource Service	Provide the ability to record the availability of the entity to provide its services. o A supplemental service that cannot be contacted or informs the agency of its inability to respond within a prescribed time be considered unavailable to provide the service	HxGN OnCall Dispatch | Advantage
Supplemental Resource Request and Tracking	Notify Supplemental Resource Service	Provide the ability to select a supplemental resource.	HxGN OnCall Dispatch | Advantage
Supplemental Resource Request and Tracking	Notify Supplemental Resource Service	If a resource is unavailable, or unable to respond in a reasonable time frame, then the user contacts the next listed resource until one is found that is available.	HxGN OnCall Dispatch | Advantage
Supplemental Resource Request and Tracking	Enter and Update Supplemental Service Record	Provide the ability to create a record of the supplemental service request.	HxGN OnCall Dispatch | Advantage
Supplemental Resource Request and Tracking	Enter and Update Supplemental Service Record	Accommodate selection from the provided list either at random, by geographic proximity to the site of need, or by rotation.	HxGN OnCall Dispatch | Advantage
Supplemental Resource Request and Tracking	Enter and Update Supplemental Service Record	Trigger the next provider in the rotation, when selected by rotation and upon creation of the record	HxGN OnCall Dispatch | Advantage
Supplemental Resource Request and Tracking	Enter and Update Supplemental Service Record	Process the rotation regardless of the requested resource's ability to respond.	HxGN OnCall Dispatch | Advantage
Incident Disposition	Determine Incident / Event Status	Provide the ability to change the event status as the situation evolves or a resolution is achieved.	HxGN OnCall Dispatch | Essentials
Incident Disposition	Determine Incident / Event Status	The MDC interface: Allow the field user to enter one or more event dispositions.	HxGN OnCall Dispatch | Mobile Unit
Incident Disposition	Determine Incident / Event Status	The MDC interface: Allow the field user to update the CFS event in CAD and make that data available to the RMS.	HxGN OnCall Dispatch | Mobile Unit
Incident Disposition	Utilize Incident Management	Have the ability to dynamically update the CFS event with notations, updates, status changes, and notifications.	HxGN OnCall Dispatch | Essentials
Incident Disposition	Determine Report Functionality	Provide the ability to automatically transfer incident/event data relevant to external RMS or reporting systems.	HxGN OnCall Dispatch | Advantage
Incident Disposition	Determine Report Functionality	Be able to determine, based upon incident type and/or disposition, whether an agency report is required.	HxGN OnCall Dispatch | Advantage
Incident Disposition	Determine Report Functionality	Accommodate either a push or pull of incident/event data from/to the RMS.	HxGN OnCall Dispatch | Advantage
Incident Disposition	Record Disposition	Provide for the CFS event to contain the disposition of the incident.	HxGN OnCall Dispatch | Advantage
Incident Disposition	Record Disposition	Provide for narrative to be added giving detail to the disposition.	HxGN OnCall Dispatch | Advantage

Incident Disposition	Send Data to Records Management System	Provide the ability to exchange all CFS event information with an RMS.	HxGN OnCall Dispatch | Advantage
Incident Disposition	Assign Agency-Specific Report Numbers	Assign an agency-specific report (i.e. case) number—if a report is required, and if required by agency policy—in addition to the CAD incident/event number, before the CFS event data is transferred to the RMS.	HxGN OnCall Dispatch | Advantage
Incident Disposition	Assign Agency-Specific Report Numbers	Allow for both the CAD CFS Event Number and the Agency Report Numbers to be fully configurable (e.g. "1 to n," "mmddyyxxxx," "mmddyyhhmmssxxx," "FY12xxxxxx," "2012-mmdd-xxxxx").	HxGN OnCall Dispatch | Advantage
Business Function: CAD System Administration	Geofile Maintenance	Validate all locations entered into or processed by the CAD system against the CAD system's geofile.	HxGN OnCall Dispatch | Advantage
Business Function: CAD System Administration	Geofile Maintenance	Provide an interactive, GUI-based address matching tool for assisting users to determine the location of incidents that do not have an exact geofile match for their initially- entered location.	HxGN OnCall Dispatch | Advantage
Business Function: CAD System Administration	Geofile Maintenance	Be capable of determining X,Y coordinate values that represent the location of incidents whose locations have been validated.	HxGN OnCall Dispatch | Advantage
Business Function: CAD System Administration	Geofile Maintenance	Be capable of displaying coordinates anywhere on the map with mouse over.	HxGN OnCall Dispatch | Advantage
Business Function: CAD System Administration	Geofile Maintenance	Support coordinate-based operations including X,Y, Lat/Lon, and USNG.	HxGN OnCall Dispatch | Advantage
Business Function: CAD System Administration	Geofile Maintenance	Make possible integration of the CAD system's geofile with Global Positioning Satellite (GPS), AVL, and Automatic Person Location (APL) systems.	HxGN OnCall Dispatch | Advantage
Business Function: CAD System Administration	Geofile Maintenance	Support X,Y coordinate-based geographic searches for such things as nearby hazardous materials, duplicate incidents, and premises information at or near an incident's location.	HxGN OnCall Dispatch | Advantage
Business Function: CAD System Administration	Geofile Maintenance	Be capable of importing geographic boundary information (e.g. station boundaries, jurisdictional boundaries, reporting districts, response zones, neighborhoods, precincts) from GIS and other geographic data sources.	HxGN OnCall Dispatch | Advantage
Business Function: CAD System Administration	Geofile Maintenance	Be capable of importing topologically-structured street networks and other linear features (e.g. rivers, streams, utility right of ways, bus routes) from GIS and other geographic data sources.	HxGN OnCall Dispatch | Advantage
Business Function: CAD System Administration	Geofile Maintenance	Be capable of importing point data (e.g. landmarks, parcel address points, business locations, retail store address points, fire hydrants) from GIS and other geographic data sources.	HxGN OnCall Dispatch | Advantage
Business Function: CAD System Administration	Geofile Maintenance	Be capable of importing other types of geographic data (e.g. park boundaries, rectified aerial photography, trailer parks, apartment complexes) from GIS and other geographic data sources.	HxGN OnCall Dispatch | Advantage
Business Function: CAD System Administration	Geofile Maintenance	Include location databases such as hazards, general premises information, street closures, and other user-definable GIS type data.	HxGN OnCall Dispatch | Advantage
Business Function: CAD System Administration	Geofile Maintenance	Support parcel-level GIS information and use this information for address/location validation.	HxGN OnCall Dispatch | Advantage
Business Function: CAD System Administration	Geofile Maintenance	Support multiple layers of information; for example, the storage of building footprints, aerial photographs and other images (i.e. pictures of specific buildings) that are associated with specific areas and addresses.	HxGN OnCall Dispatch | Advantage
Business Function: CAD System Administration	Geofile Maintenance	Maintain the CAD system's geofile while the system is live and operational.	HxGN OnCall Dispatch | Advantage
Business Function: CAD System Administration	Geofile Maintenance	Support boundary assignments (i.e. determining the response zone and jurisdiction for each incident) in real time by processing the incident's X,Y coordinates against the RCL and/or address point file, and the appropriate boundary files.	HxGN OnCall Dispatch | Advantage

Business Function: CAD System Administration	Geofile Maintenance	Support duplicate incident checks based upon the location of the incident.	HxGN OnCall Dispatch | Advantage
Business Function: CAD System Administration	Geofile Maintenance	All incidents located within the CAD system's duplicate incident search radius be checked as potential duplicates.	HxGN OnCall Dispatch | Advantage
Business Function: CAD System Administration	Geofile Maintenance	Should meet i3 standards and functions in order to comply with NG9-1-1 requirements.	HxGN OnCall Dispatch | Call-Taker
Business Function: CAD System Administration	Geofile Maintenance	Generate an audible and/or visual alert when any potential duplicate incidents are identified.	HxGN OnCall Dispatch | Advantage
Business Function: CAD System Administration	Geofile Maintenance	Include the capability for manually editing and entering any geographic data required by, or imported into, the system's GIS (given the appropriate user permissions).	HxGN OnCall Dispatch | Advantage
Business Function: CAD System Administration	Security	Employ data security measures that are compliant with applicable state and federal security standards.	HxGN OnCall Dispatch | Advantage
Business Function: CAD System Administration	Security	Employ data encryption that meets CJIS security policy standards for any exchange or transmittal of CAD data between remote devices and CAD system servers.	HxGN OnCall Dispatch | Advantage
Business Function: CAD System Administration	Security	Provide appropriate safeguards to ensure that only authorized devices and users are allowed access to the CAD system and stored information.	HxGN OnCall Dispatch | Advantage
Business Function: CAD System Administration	Security	Provide a security profile to control individual user access to the various modules, applications, functions, features, and data available within the CAD system.	HxGN OnCall Dispatch | Advantage
Business Function: CAD System Administration	Security	Provide security to ensure that fire and EMS personnel do not have access to law incidents when CJIS data is restricted to only law enforcement user access.	HxGN OnCall Dispatch | Advantage
Business Function: CAD System Administration	Security	Meet CJIS Security Policy requirements.	HxGN OnCall Dispatch | Advantage
Business Function: CAD System Administration	Security	Validate each user's credentials through a mandatory logon process before being granted access to any functions or data available within the CAD system.	HxGN OnCall Dispatch | Advantage
Business Function: CAD System Administration	Security	Enable a user replacing an existing user to quickly log off the existing user and logon without the need to exit from CAD or re-start the CAD application (i.e. when two-factor authentication does not apply.)	HxGN OnCall Dispatch | Advantage
Business Function: CAD System Administration	Security	Enable system administrators to create and maintain a centralized and indexed database containing information about each system user, including their unique user ID, password, contact information, and security profile.	HxGN OnCall Dispatch | Advantage
Business Function: CAD System Administration	Security	Enable system administrators to define individual user access privileges and assign them to security groups.	HxGN OnCall Dispatch | Advantage
Business Function: CAD System Administration	Security	Provide a method for authorized users to reset a user's password.	HxGN OnCall Dispatch | Advantage
Business Function: CAD System Administration	Security	associate the user ID and workstation ID with all CAD system transactions, including data entry and report generation. (Excludes Workstation ID)	HxGN OnCall Dispatch | Advantage
Business Function: CAD System Administration	Security	Limit access to the centralized user security database to only specifically authorized users.	HxGN OnCall Dispatch | Advantage
Business Function: CAD System Administration	Security	Establish security profiles that are assigned to individual users or user groups based on personnel classifications (e.g. call taker, dispatcher, system administrator, supervisor).	HxGN OnCall Dispatch | Advantage
Business Function: CAD System Administration	Security	Prohibit deletion of any data entered into a CFS event.	HxGN OnCall Dispatch | Advantage

Business Function: CAD System Administration	Security	Provide application and module level security that enables certain users to access specific CAD system functions and application modules, while keeping other users from accessing these same functions and modules.	HxGN OnCall Dispatch	Advantage
Business Function: CAD System Administration	Security	Provide data entry form security that enables certain users to access specific data entry forms, while keeping other users from accessing these same data entry forms.	HxGN OnCall Dispatch	Advantage
Business Function: CAD System Administration	Security	Provide record type security that enables certain users to access specific CAD system record types, while keeping other users from accessing these same record types.	HxGN OnCall Dispatch	Advantage
Business Function: CAD System Administration	Security	Provide transaction level security that enables certain users to access specific transaction types (e.g. criminal history queries to NCIC), while keeping other users from accessing these same transaction types.	HxGN OnCall Dispatch	Advantage
Business Function: CAD System Administration	Security	Facilitate the use of unique user IDs and passwords to control CAD system access and privileges.	HxGN OnCall Dispatch	Advantage
Business Function: CAD System Administration	Security	Be capable of using biometric identification (e.g. thumb print identification, retinal ID) to control system access and privileges.	HxGN OnCall Dispatch	Advantage
Business Function: CAD System Administration	Security	Provide a "single entry" to enable logons to multiple authorized systems that are available through the system (e.g. NCIC, Nlets).	HxGN OnCall Dispatch	Advantage
Business Function: CAD System Administration	Security	Provide the ability to "lock out" a user after a system administrator defined number of failed attempted logons.	HxGN OnCall Dispatch	Advantage
Business Function: CAD System Administration	Security	Require users to change their individual password after a system administrator configurable time limit for use of the same password expires or a set time period (e.g. 90 days).	HxGN OnCall Dispatch	Advantage
Business Function: CAD System Administration	Security	Provide the ability for individual system users to change their passwords.	HxGN OnCall Dispatch	Advantage
Business Function: CAD System Administration	Security	Provide the capability for individual user name change (e.g. getting married) and keep a link to historical data.	HxGN OnCall Dispatch	Advantage
Business Function: CAD System Administration	Logging	Include a transaction audit database that contains all system transactions and that includes the logon identification (i.e. user ID and workstation ID), date and time stamp, transaction type, contents before ID, and contents after the transaction completes.	HxGN OnCall Dispatch	Advantage
Business Function: CAD System Administration	Logging	Prohibit any changes to the contents of the CAD transaction audit database.	HxGN OnCall Dispatch	Advantage
Business Function: CAD System Administration	Logging	Store the date, time, workstation ID, and user ID associated with unsuccessful sign-on attempts.	HxGN OnCall Dispatch	Advantage
Business Function: CAD System Administration	Configuration	Enable authorized system administrators to configure the CAD system to meet the requirements of the agencies using the system by creating and modifying CAD configuration parameters.	HxGN OnCall Dispatch	Advantage
Business Function: CAD System Administration	Configuration	Enable authorized system administrators to modify CAD configuration parameters without the requirement for a programmer or other support from the manufacturer of the CAD system.	HxGN OnCall Dispatch	Advantage
Business Function: CAD System Administration	Configuration	Include functionality for table driven and directly modifiable functionality by authorized system administrators.	HxGN OnCall Dispatch	Advantage
Business Function: CAD System Administration	Configuration	Include functionality for interactive, menu-driven, GUI-based tool that allows authorized administrators to easily update and modify parameters.	HxGN OnCall Dispatch	Advantage
Business Function: CAD System Administration	Configuration	Include functionality for on-line help that lists all of the available options for a configuration parameter, and a description of the impacts resulting from changing the parameter to each of its available options.	HxGN OnCall Dispatch	Advantage
Business Function: CAD System Administration	Configuration	Include functionality for modifications to CAD configuration parameters when the CAD system is active without having to shut the entire CAD system down or restart it.	HxGN OnCall Dispatch	Advantage

Business Function: CAD System Administration	Configuration	Include functionality for modifying agency and user specific workflows, such as when and under what circumstances a CFS event is automatically routed from a call taker to a dispatcher and which users (e.g. call takers, dispatchers, supervisors) receive system routed CFS events.	HxGN OnCall Dispatch	Advantage
Business Function: CAD System Administration	Configuration	Include functionality for specifying the agencies that will be included in the CAD system, along with their attributes (i.e. fire department, volunteers, law enforcement agency).	HxGN OnCall Dispatch	Advantage
Business Function: CAD System Administration	Configuration	Include functionality for specifying and modifying the type of resources available in the system.	HxGN OnCall Dispatch	Advantage
Business Function: CAD System Administration	Configuration	Include functionality for specifying the incident types that will be processed by the system.	HxGN OnCall Dispatch	Advantage
Business Function: CAD System Administration	Configuration	Include functionality for entering and modifying dispatch policies that specify the type of resources that are dispatched to specific incident types.	HxGN OnCall Dispatch	Advantage
Business Function: CAD System Administration	Configuration	Include functionality for configuring different system dispatch policies for each incident type, priority and agency using the system.	HxGN OnCall Dispatch	Advantage
Business Function: CAD System Administration	Configuration	Include functionality for specifying the type of alerts and timers available in the system and their specific attributes (e.g. on/off, time interval, triggers, display features).	HxGN OnCall Dispatch	Advantage
Business Function: CAD System Administration	Configuration	Include functionality for entering and modifying the type of dispositions, priorities, and other CFS event related parameters of the CAD system.	HxGN OnCall Dispatch	Advantage
Business Function: CAD System Administration	Configuration	Include functionality for specifying the starting point and formats of case numbers created by the CAD system for each agency using the system.	HxGN OnCall Dispatch	Advantage
Business Function: CAD System Administration	Configuration	Include functionality for specifying the sort order, layout, color, font, and other appearance and operational attributes of the CAD system's windows and menus.	HxGN OnCall Dispatch	Advantage
Business Function: CAD System Administration	Configuration	Include functionality for modifying the look and feel of CAD workstations.	HxGN OnCall Dispatch	Advantage
Business Function: CAD System Administration	Configuration	Include functionality for modifying the look and feel of the tactical map display available in the system (e.g. setting up the graphic information appearing at different zoom levels, predefined zoom levels for different incident types, icons).	HxGN OnCall Dispatch	Advantage
Business Function: CAD System Administration	Configuration	Include functionality for modifying the display and functional characteristics of CAD system queues (e.g. pending incident queue, incident queue, active incident queue, stacked incidents queue).	HxGN OnCall Dispatch	Advantage
Business Function: CAD System Administration	Configuration	Include functionality for modifying the display and functional characteristics of the CAD system's resource recommendations.	HxGN OnCall Dispatch	Advantage
Business Function: CAD System Administration	Table Maintenance	Include CAD tables that are maintained using entry windows.	HxGN OnCall Dispatch	Advantage
Business Function: CAD System Administration	Table Maintenance	Enable changes made to CAD tables to become immediately effective and not affect overall CAD system availability nor require any CAD system down time. This does not preclude the refresh of individual workstations or other CAD devices as required by the CAD manufacturer.	HxGN OnCall Dispatch	Advantage
Business Function: CAD System Administration	Table Maintenance	Allow agencies to define additional data elements based on their operational requirements.	HxGN OnCall Dispatch	Advantage

Business Function: CAD System Administration	Table Maintenance	Provide the ability for tables to be defined to support the maintenance of the following CAD objects, including, but not limited to: o Agencies o BOLOs, including location, person, and vehicle o Clearance/disposition codes o Hazards o Hydrants o Incident/event types o Fire Stations o Memos o Messages (e.g. canned, scheduled) o Notifications o Personnel o Rosters o Run cards/response plans o Service types (i.e. law enforcement, fire, EMS) o Skills (personnel) o SOPs o Units o Unit attributes (e.g. ALS, BLS, Hurst tool) o Unit statuses (i.e. dispatched, en route, arrived, cleared) o Unit Types (e.g. i.e. patrol car, motorcycle, engine, ladder, pumper)	HxGN OnCall Dispatch | Advantage
Business Function: CAD System Administration	Communication Centre / PSAP Relocation	Meet PSAP industry best practices and CJIS requirements.	HxGN OnCall Dispatch | Advantage
Business Function: CAD System Administration	Communication Centre / PSAP Relocation	Account for replacement or the movement of any necessary existing equipment including base computers, terminals, network, and personnel.	HxGN OnCall Dispatch | Advantage
Business Function: CAD System Administration	Communication Centre / PSAP Relocation	Account for a data-backup plan.	HxGN OnCall Dispatch | Advantage
Business Function: CAD System Administration	Communication Centre / PSAP Relocation	Account for coordination of external inputs to the CAD system from third-party vendors (e.g. telephone, data, 9-1-1) for a minimal loss of functionality.	HxGN OnCall Dispatch | Advantage
Business Function: CAD System Administration	Communication Centre / PSAP Relocation	Provide for access to a copy of the production system through the backup or disaster recovery environments.	HxGN OnCall Dispatch | Advantage
Business Function: CAD System Administration	CAD Catch Up	Have the ability to manually open and create a CFS event sheet.	HxGN OnCall Dispatch | Advantage
Business Function: CAD System Administration	CAD Catch Up	Provide the ability to log the entering individual's information and time of entry.	HxGN OnCall Dispatch | Advantage
Business Function: CAD System Administration	CAD Catch Up	Provide the ability for all information to be entered without any restrictions, and times/dates changed to reflect the actual time that notice of the CFS event was received.	HxGN OnCall Dispatch | Advantage
Business Function: CAD System Administration	CAD Catch Up	Denote the manually-entered CFS event so there is a record that the CFS event was not entered when it was actually received.	HxGN OnCall Dispatch | Advantage
Business Function: CAD System Administration	CAD Catch Up	Provide ability to manually designate the "starting" incident number (i.e. the last incident +1 for the starting number once the system is restarted).	HxGN OnCall Dispatch | Advantage
Business Function: CAD System Administration	CAD Catch Up	Allow for simultaneous automatic and manual entry without degradation.	HxGN OnCall Dispatch | Advantage
Business Function: CAD System Administration	CAD Catch Up	Include all the information in back entered records that a live incident/event sheet should require.	HxGN OnCall Dispatch | Advantage
System Functions	Notifications	Provide the ability to create messages that are retained in the system and sent at pre-specified times.	HxGN OnCall Dispatch | Advantage

System Functions	Notifications	Provide the ability to maintain a log of all messages processed by the system.	HxGN OnCall Dispatch | Advantage
System Functions	Notifications	Allow the user to send and store messages to other users, groups, positions, or mobile devices.	HxGN OnCall Dispatch | Advantage
System Functions	Notifications	Allow a message to be sent to multiple recipients and/or groups.	HxGN OnCall Dispatch | Advantage
System Functions	Notifications	Log all sent messages.	HxGN OnCall Dispatch | Advantage
System Functions	Notifications	Provide the ability to create and maintain automatic reminders of scheduled activities (e.g. radio tests): o Daily o Weekly o Monthly o Annually o User-defined (e.g. 30 minutes, 15 minutes, first day of the month) o Multiple activities or reminders per time slot	HxGN OnCall Dispatch | Advantage
System Functions	Contact List	Allow a message to be sent to multiple recipients and/or groups.	HxGN OnCall Dispatch | Advantage
System Functions	Contact List	Be able to log all sent messages.	HxGN OnCall Dispatch | Advantage
System Functions	Contact List	Provide an emergency contacts list, to include: o Contact name o Street address o City o State o Zip o Telephone numbers o Relationship o User-defined/configurable fields	HxGN OnCall Dispatch | Advantage
System Functions	Premises Information / Hazards	Provide the ability to enter a premises location by address, cross street or latitude/longitude.	HxGN OnCall Dispatch | Advantage
System Functions	Premises Information / Hazards	Provide the ability to capture, maintain or interface to specific premises information types for operators: o Hazardous materials o Hazardous conditions o Lock codes o Dangerous animals o Handicap o Emergency contact information o Unit safety o Warrants o Alarms o Protective Orders, Sexual Offenders o Fire Pre-plans o Other user-defined premises fields/information	HxGN OnCall Dispatch | Advantage
System Functions	Premises Information / Hazards	Provide the ability to automatically create (i.e. upon closing of an incident) premises history based on pre-determined criteria.	HxGN OnCall Dispatch | Advantage
System Functions	Premises Information / Hazards	Provide the ability to define valid date ranges for time-limited premises information at a given location (i.e. information valid between start date and end date), and to notify supervisor of pending expiration dates.	HxGN OnCall Dispatch | Advantage
System Functions	Premises Information / Hazards	Provide the ability for supervisors to delete premises information for a given address or location based on expiration date and/or time of record, with prompted review prior to deletion (i.e. minimum of five years, on-line storage).	HxGN OnCall Dispatch | Advantage
System Functions	Premises Information / Hazards	Provide the ability to define criteria for automatic premises information purges and activate or deactivate this feature.	HxGN OnCall Dispatch | Advantage

System Functions	Premises Information / Hazards	Provide the ability to verify that premises warning or hazard information has not been affected by changes to the geofile.	HxGN OnCall Dispatch | Advantage
System Functions	Premises Information / Hazards	Provide the ability to view premises information for a specific suite/apartment/unit, or to view all premises information for an entire building.	HxGN OnCall Dispatch | Advantage
System Functions	Premises Information / Hazards	Provide the ability to automatically embed premises information into the event history at the time the event is created.	HxGN OnCall Dispatch | Advantage
System Functions	Premises Information / Hazards	Create a permanent record of the premise's information in the event history.	HxGN OnCall Dispatch | Advantage
System Functions	Premises Information / Hazards	Provide (or interface to) a "cautions" file to contain information pertaining to dangerous individuals possibly residing at that location or near proximity, and exceptional persons at the location, such as an emotionally disturbed person. o This include a caution type category and free form narrative. o The caution type be searchable.	HxGN OnCall Dispatch | Advantage
System Functions	Communications Center / Public Safety Answering Point Standard Operating Procedures	Provide the ability to store and easily retrieve SOPs for the PSAP.	HxGN OnCall Dispatch | Advantage
System Functions	Communications Center / Public Safety Answering Point Standard Operating Procedures	Provide a method where the retrieval of relevant SOPs is accessible from the CFS event information window and associated with the location, incident type, unit, or special skilled personnel responding.	HxGN OnCall Dispatch | Advantage
System Functions	Communications Center / Public Safety Answering Point Standard Operating Procedures	Provide a SOP tool to prompt the user to ask for additional information, perform certain tasks, or relay critical information to responding units or other responders.	HxGN OnCall Dispatch | Advantage
System Functions	Agency-Specific Incident / Location / Unit Standard Operating Procedures	Be able to store SOPs that are associated with incident types, properties and/or units.	HxGN OnCall Dispatch | Advantage
System Functions	Agency-Specific Incident / Location / Unit Standard Operating Procedures	Make these SOPs available for viewing and/or transmitting when an associated incident type is encountered, the response is to a specific location with unique response/operational requirements, and/or specialized units are assigned to the incident.	HxGN OnCall Dispatch | Advantage
System Functions	Agency-Specific Incident / Location / Unit Standard Operating Procedures	Include (optional) more sophisticated functionality (e.g. alert and check off of tasks, notifications made, or other issues capable of being tracked).	HxGN OnCall Dispatch | Advantage
System Functions	Remote Access	Support remote access by users outside of the communications center.	HxGN OnCall Dispatch | Advantage
System Functions	Remote Access	Provide remote access that includes security-controlled, web-based access.	HxGN OnCall Dispatch | Advantage
System Functions	Remote Access	Be capable of remote access from a separate location, such as a mobile command post or a secondary location.	HxGN OnCall Dispatch | Advantage
System Functions	CAD Workstation-to-CAD Workstation Messaging	Provide short messaging from one CAD workstation to another.	HxGN OnCall Dispatch | Advantage
System Functions	CAD Workstation-to-CAD Workstation Messaging	Include the ability to create message groups, whether they are dispatch workstations, mobile computers, groups within the PSAP, or other communications devices.	HxGN OnCall Dispatch | Advantage
System Functions	CAD Workstation-to-CAD Workstation Messaging	Enable the system administrator to disable this function if desired on an agency basis.	HxGN OnCall Dispatch | Advantage
System Functions	CAD Workstation-to-CAD Workstation Messaging	Log all messages.	HxGN OnCall Dispatch | Advantage
System Functions	CAD Workstation-to-CAD Workstation Messaging	Provide the ability to create user definable "canned" messages for selection and distribution to other system users.	HxGN OnCall Dispatch | Advantage
System Functions	Narrative Field "Shorthand" / Auto Text	Provide the ability to recognize character patterns and automatically fill in expanded text.	HxGN OnCall Dispatch | Advantage
System Functions	Narrative Field "Shorthand" / Auto Text	Expand (automatically) the shorthand into a full description and save it into the narrative.	HxGN OnCall Dispatch | Advantage
System Functions	Narrative Field "Shorthand" / Auto Text	Allow the agency to add agency-specific shorthand terms and their expansions.	HxGN OnCall Dispatch | Advantage

System Functions	Command Line / GUI	Include the ability to be operated via a command line entry, mouse and keyboard, or both.	HxGN OnCall Dispatch | Advantage
System Functions	Date/Time Stamps	Stamp date/time and log CAD activities, such as status changes, task accomplishments (i.e. Fire Attack Initiated, Time Fire Declared Under Control, Time at Patient), and notifications, as well as many other system transactions and the time they occur.	HxGN OnCall Dispatch | Advantage
System Functions	Date/Time Stamps	Save original time stamps even if they are overridden.	HxGN OnCall Dispatch | Advantage
System Functions	Date/Time Stamps	Protect time stamp overrides; and, any changes be documented on the incident, including the ID of the person performing the modification and the reason for the modification.	HxGN OnCall Dispatch | Advantage
System Functions	Date/Time Stamps	Maintain all time stamps to be minimally accurate to the second (e.g. hh:mm:ss).	HxGN OnCall Dispatch | Advantage
System Functions	Unit Status Transitions Matrix	Prohibit unit status transitions that do not conform to the business rules of the agency.	HxGN OnCall Dispatch | Advantage
System Functions	Single Sign-on for CAD and CAD Sub-systems	Be designed to provide a single sign-on for CAD and its integrated sub-systems.	HxGN OnCall Dispatch | Advantage
System Functions	Multi-Agency / Multi-Jurisdictional Capability	Have the ability to create a CFS event for user-defined multi-agency events and route the CFS event to the appropriate agency dispatch position(s).	HxGN OnCall Dispatch | Advantage
System Functions	Multi-Agency / Multi-Jurisdictional Capability	Have the ability to create a linked CFS event for each required agency and route the CFS event(s) to the appropriate dispatch positions when an event involves more than one agency.	HxGN OnCall Dispatch | Advantage
System Functions	Multi-Agency / Multi-Jurisdictional Capability	Have the capacity to create a multi-jurisdictional response; for example, should Jurisdiction X determine that Jurisdiction Y resources are needed on the scene, the fire dispatcher have the ability to forward/copy the CFS event without re-entering the event information to the appropriate Jurisdiction Y dispatcher based on CAD recommended or dispatched units.	HxGN OnCall Dispatch | Advantage
System Functions	Multi-Agency / Multi-Jurisdictional Capability	Provide the ability to create and route a CFS event for dispatch even though the event is in another jurisdiction.	HxGN OnCall Dispatch | Advantage
System Functions	Multi-Agency / Multi-Jurisdictional Capability	Provide the ability to transfer an active CFS event to another agency without closing the CAD CFS event within the originating agency.	HxGN OnCall Dispatch | Advantage
System Functions	Multi-Agency / Multi-Jurisdictional Capability	Provide the ability to link cross-jurisdictional events using agency-definable parameters.	HxGN OnCall Dispatch | Advantage
System Functions	Multi-Agency / Multi-Jurisdictional Capability	Update the originating jurisdiction's CFS event information if the dispatcher in the receiving jurisdiction updates or supplements the event.	HxGN OnCall Dispatch | Advantage
System Functions	Multi-Agency / Multi-Jurisdictional Capability	Have the ability to create agency-definable recommendations for cross jurisdictional responses and automated messaging based on user-definable parameters.	HxGN OnCall Dispatch | Advantage
System Functions	Multi-Agency / Multi-Jurisdictional Capability	Provide the ability to identify other jurisdiction addresses and alert the CAD user with the jurisdiction's name and contact information.	HxGN OnCall Dispatch | Advantage
Reporting and Monitoring	Dispatch Supervisor Support	Provide the ability for a CAD supervisor, or another dispatcher with appropriate system permissions, to observe the activity of a given dispatcher including the pending events queue, active events, available units list, and map.	HxGN OnCall Dispatch | Advantage
Reporting and Monitoring	Dispatch Supervisor Support	Enable a supervisor, or another dispatcher with appropriate system permissions, to co-dispatch the units under the control of another dispatcher.	HxGN OnCall Dispatch | Advantage
Reporting and Monitoring	Dispatch Supervisor Support	Have the ability to add additional dispatchers "on-the-fly" for one or more services (law enforcement, fire service, and/or EMS), either globally or for predetermined geographical areas.	HxGN OnCall Dispatch | Advantage

System Functions	CAD Management Reporting	Provide access to all reports to the user, subject to permissions, from within the CAD system.	HxGN OnCall Analytics | Dispatch Essentials
System Functions	CAD Management Reporting	Include reports in the CAD security/permissions function (i.e. individual reports can be made available/unavailable based on a user's security profile).	HxGN OnCall Analytics | Dispatch Essentials
System Functions	CAD Management Reporting	Provide all reports to users, subject to permissions, regardless of the application used to create user-defined or custom reports (i.e. internal to the CAD system or via a third- party reporting or analysis tool).	HxGN OnCall Analytics | Dispatch Essentials
System Functions	CAD Management Reporting	Provide an ad hoc reporting capability.	HxGN OnCall Analytics | Dispatch Essentials
System Functions	CAD Management Reporting	Provide a data exporting capability.	HxGN OnCall Analytics | Dispatch Essentials
System Functions	Training and Testing	Have a separate E9-1-1 test connection or canned script E9-1-1 information and provide realistic training regarding incoming E9-1-1 data.	HxGN OnCall Dispatch | Call-Taker
System Functions	Snapshot / Incident Replay	Include functionality to provide a detailed, system-wide snapshot report and/or graphic display of the system status to include all units and events, based on a user-specified date, and time and an incident replay, based on a user-specified date and time, specific incidents, or other CAD events.	HxGN OnCall Analytics | Dispatch Advantage
Interfaces	Essential Interfaces	Enable incoming E9-1-1 ANI/ALI data to be automatically mapped to corresponding address and phone data fields based on the Master Street Address Guide (MSAG) standard in the CFS event entry form.	HxGN OnCall Dispatch | Call-Taker
Interfaces	Essential Interfaces	Support all E9-1-1 ANI/ALI formats including wireline, WPH1 and WPH2, VoIP, and Multi-Line Telephone Systems (MLTS).	HxGN OnCall Dispatch | Call-Taker
Interfaces	Essential Interfaces	Enable the capture of additional fields captured in the CFS event, including ESN, call type (landline, wireless), and ANI/ALI tracking ID (if available).	HxGN OnCall Dispatch | Call-Taker
Interfaces	Essential Interfaces	Provide configurable query forms and response displays and be able to be custom-built to accommodate different federal, state and local database protocols.	HxGN OnCall Dispatch | Informer
Interfaces	Essential Interfaces	Provide authorization to perform various queries, and the ability to read responses definable by the individual agency and by role to the field level.	HxGN OnCall Dispatch | Informer
Interfaces	Essential Interfaces	Allow users to submit queries either with the query form or the command line (if applicable).	HxGN OnCall Dispatch | Informer
Interfaces	Essential Interfaces	Allow users to automatically submit queries for persons and vehicles as part of other data entry processes, such as CFS event creation.	HxGN OnCall Dispatch | Informer
Interfaces	Essential Interfaces	Enable the query request type and the database(s) to be queried to be specified from a predefined list, with automatic narrowing of pertinent databases based on user data input.	HxGN OnCall Dispatch | Informer
Interfaces	Essential Interfaces	Provide intelligent updating of the query forms based on other CAD forms that contain person or vehicle data.	HxGN OnCall Dispatch | Informer
Interfaces	Essential Interfaces	Provide a capability for entering new information into the selected external database(s) provided the external database(s) allow updating.	HxGN OnCall Dispatch | Informer
Interfaces	Essential Interfaces	Provide a method for multiple queries to be submitted through a single form or command. This is sometimes referred to as query spawning or cascading.	HxGN OnCall Dispatch | Informer
Interfaces	Essential Interfaces	Make query responses accessible either through the query response form or from the command line and be associated with a query response type.	HxGN OnCall Dispatch | Informer

Interfaces	Essential Interfaces	Allow users to submit new queries based on data in the query response to logical links; and, also reference attachments that are associated with the response, which can be downloaded and viewed. Ideally, CAD will provide the capability to view common industry-standard multimedia file-types.	HxGN OnCall Dispatch | Informer
Interfaces	Essential Interfaces	Provide the capability to alert dispatchers, PSAP supervisors, and street-level supervisors of "Hot Hit" responses to queries made by officers in the field, or data run that exists elsewhere in the CAD system (i.e. in a CFS event).	HxGN OnCall Dispatch | Informer
Interfaces	Essential Interfaces	Provide optional audible and visual alerts that can be configured by the system administrator.	HxGN OnCall Dispatch | Informer
Interfaces	Essential Interfaces	Log all queries and their responses (when permitted) for audit purposes.	HxGN OnCall Dispatch | Informer
Interfaces	Essential Interfaces	Provide the ability to configure alerts for queries run by unauthorized personnel or devices, as well as the ability to monitor multiple queries of the same data or specified data.	HxGN OnCall Dispatch | Informer
Interfaces	Essential Interfaces	Allow the user to view and manage data provided by the RMS from within the CAD application through a hyperlink or other means; for example, when a CFS event is created, the CAD system may receive an alert from the RMS that data related to a person, location, or vehicle is present in the system. Alternatively, attachments such as photos or video also be available to CAD users through a download or attachment to the CFS event.	HxGN OnCall Dispatch | Informer
Interfaces	Additional Interfaces	Be capable (depending on agency policy) of providing silent dispatch orders to a mobile unit, in addition to providing the unit with details of the CFS event, pre-plan information, patient information, premises history information, and other types of relevant information.	HxGN OnCall Dispatch | Mobile Unit
Interfaces	Additional Interfaces	Enable the mobile unit to, if authorized, self-initiate incidents, self-dispatch incidents from a queue, change its status, query CAD and RMS information, and query local and national databases, such as wanted-person checks. Many MDCs, especially those not integrated as part of a CAD system, will require a message switch to enable the transmission of data and access to external databases.	HxGN OnCall Dispatch | Mobile Unit
Interfaces	Additional Interfaces	Be able to have summary incident and resource monitoring capability.	HxGN OnCall Dispatch | Mobile Unit
Interfaces	Additional Interfaces	Provide the ability for street supervisors in multi-agency, multi-jurisdictional environments to choose what agencies or areas within individual agencies they wish to monitor.	HxGN OnCall Dispatch | Mobile Unit
Interfaces	Additional Interfaces	Provide the ability for CAD users to drill down into the details of summary incident and resource data, and have the ability to configure what data is displayed, as well as how it is displayed in terms of layout, font, font size, and colors.	HxGN OnCall Dispatch | Mobile Unit
Interfaces	Additional Interfaces	Provide a day/night mode for mobile users.	HxGN OnCall Dispatch | Mobile Unit
Interfaces	Additional Interfaces	Provide an integrated mobile mapping client.	HxGN OnCall Dispatch | Mobile Unit
Interfaces	Additional Interfaces	Provide incident and resource management and monitoring capabilities through the in-car mapping solution.	HxGN OnCall Dispatch | Mobile Unit
Interfaces	Additional Interfaces	Provide the ability to view real-time AVL data for user-selected units from the mobile client, and the ability to interact with the units identified on the map display. o This capability include messaging and other unit-related functionality.	HxGN OnCall Dispatch | Mobile Unit
Interfaces	Additional Interfaces	Provide drive directions from the current location to a dispatched incident (or any selected location).	HxGN OnCall Dispatch | Mobile Unit
Interfaces	Additional Interfaces	Provide mobile search capability for resources and personnel by type of vehicle, status and location.	HxGN OnCall Dispatch | Mobile Unit

Interfaces	Additional Interfaces	Enable mobile users to search for incidents and locations.	HxGN OnCall Dispatch | Mobile Unit
Interfaces	Locational Systems Interfaces	Be able to play back a unit's AVL travel history and see the unit icon move from location to location on a map window.	HxGN OnCall Analytics | Dispatch Advantage
Interfaces	Locational Systems Interfaces	Provide minimal AVL reports that include: o Complete activity detail for specific date range o Vehicle last stop/end time for date range o Exception reports including all events that triggered an alert o Vehicle first start/begin time for date range o Miles per day, stops per day, average and summaries per vehicle	HxGN OnCall Analytics | Dispatch Essentials
Interfaces	Locational Systems Interfaces	Should be able to dispatch the nearest appropriate unit based on its AVL location using an appropriate routing engine to make that determination.	HxGN OnCall Dispatch | Essentials
Interfaces	Locational Systems Interfaces	Support either directly or, through an easily invoked (i.e. seamless) third-party mapping tool, the creation of thematic maps18; for example, a map showing the relative crime rate in each law enforcement district/zone in a given county.	HxGn OnCall Analytics - Power Visuals
Interfaces	Locational Systems Interfaces	Support either directly or, through an easily invoked (i.e. seamless) third-party mapping tool, the creation of automatic pin maps19; for example, the system produce a map showing the location of all auto thefts that occurred in a given county during the last two months.	HxGN OnCall Analytics | Power Visuals
Interfaces	Locational Systems Interfaces	Support either directly or, through an easily invoked (i.e. seamless) third-party mapping tool, the creation of spatial data aggregation20; for example, generate crime rates by district statistics by aggregating individual crimes occurring in each district of the County.	HxGN OnCall Analytics | Power Visuals
Interfaces	Locational Systems Interfaces	Support either directly or, through an easily invoked (i.e. seamless) third-party mapping tool, the creation of trend analysis/forecasting	HxGN OnCall Analytics | Dispatch Essentials
Interfaces	Locational Systems Interfaces	Access other RMS informational files to accommodate the needs and requirements of the crime analysis function and display this information using "pin mapping" techniques.	HxGN OnCall Analytics | Dispatch Essentials
Interfaces	Locational Systems Interfaces	Save original E9-1-1 ANI/ALI information as part of the CFS event if the user changes the original information (e.g. the incident is not at the caller's location).	HxGN OnCall Dispatch | Call-Taker
Interfaces	Administration Interfaces	Have the ability to interface and synchronize all servers and CAD workstations with the master time clock. o This ensures each workstation and server provides an accurate time stamp.	HxGN OnCall Dispatch | Advantage
Interfaces	Communications Interfaces	Accept, depending on agency policy, non-dispatchable incidents across the Internet. o Incidents accepted across the Internet will be of a general nature, in which a case (report) number may be needed for insurance purposes. The case number is generated and recorded. The incident is recorded in the incidents/events history database for statistical reporting.	HxGN OnCall Dispatch | RestAPI

ATTACHMENT J: INTERFACE ADDENDUM

COTS Interface Questionnaire Completion

Task Description

For each COTS Interface, Hexagon will provide an interface questionnaire ("COTS Interface Questionnaire"). The Customer shall complete the COTS Interface Questionnaire within five (5) business days of receipt 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 Interface.

The following Interfaces are regarded as the COTS Interfaces (collectively, "COTS Interfaces"):

- HxGN OnCall Dispatch – Informer – Cloud – CommSys
- RapidSOS OnCall Call-Taker Interface
- Ani/Ali to Vesta 911 (included in HxGN OnCall Dispatch Advantage)
- Body Worn Camera OnCall Interface – Evidence.com

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

Task Deliverables
- Completed COTS Interface Questionnaires

Task Prerequisites
- Project Kickoff Meeting

Task Assumptions
- This Task will be conducted remotely
- 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
- The Customer shall be responsible for underlying requirements pertaining to its third party systems as described in Attachment J

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Submit COTS Interface Questionnaires to Customer

- Review completed interface questionnaires

Customer Team Participation and Responsibilities

Customer shall:

- Promptly review and submit all COTS Interface Questionnaires and provide comments, questions, or approval within five (5) business days of receipt

Task Acceptance Criteria

This Task is considered complete upon submission of all COTS Interface Questionnaires and final approval of the COTS Interface Questionnaires by both Hexagon and the Customer.

COTS Interface Product Installation and Configuration

Task Description

During this Task, Hexagon will install and unit test the COTS Interfaces in the Customer's Dispatch Cloud Program. 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 Interface. Although the Customer is expected to participate in Hexagon's internal testing of the interfaces, the Customer will formally test interface functionality and reliability during Functional Testing.

Task Deliverables

- Installation and configuration of the COTS Interfaces

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

Task Prerequisites

- Operation or availability of the external system or Third Party Software
- Approval of completed COTS Interface Questionnaires

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Install COTS Interfaces in the Customer's Dispatch Cloud Program
- Unit test interfaces in accordance with the approved 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 Local Software server (if applicable) to remote system servers and all other third-party systems (such as Customer message switch(es), 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
- 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
  - Ensure third-party cooperation with Hexagon's reasonable requests

Task Acceptance Criteria

This Task is considered complete when each COTS Interface is installed, configured in accordance with the COTS Interface Questionnaire, and it has passed Hexagon's unit testing.

INTERFACE DESCRIPTIONS

HCL1196: HxGN Dispatch | Informer – To NCIC

Description:

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.

Informer includes eight unique OnCall dialogs and the request messages they generate. These are:

1. Person (wanted, missing, driver's license)
2. Vehicle (stolen, registration)
3. Article (serial number, type)
4. Boat (hull number, registration number)
5. Gun (serial number, caliber, make)
6. Hazmat (United Nations Number)
7. Lojack (lojack id, reply code)

Additional OnCall dialogs, request messages, and response displays can be developed through extra services.

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.

Assumptions:

- Implementation of the CommSys provider requires at a minimum the purchase of the CommSys ConnectCIC module and its data-mining feature. Additional CommSys features like secondary queries, normalization of response data and the transform of State/NCIC XML responses into "readable" text messages are available for an additional charge.
- 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.

HCL1106: RapidSOS OnCall Call-Taker Interface

Description:

The RapidSOS OnCall Call-Taker Interface - Cloud is a Cloud Hosted OnCall Call-Taker direct-link based interface, for the purpose of receiving location accuracy information from the caller's device via the RapidSOS Web Portal.

Upon event creation, the caller information is passed automatically to the RapidSOS Web Portal and will return location accuracy information and additional supplemental information about the caller if available such as emergency contact, allergies, medical conditions on demand to the Call-Taker agent as documented on the RapidSOS Web Portal.

Assumptions:

- Customer is responsible for applying for and obtaining credentials to the RapidSOS Web Portal
- Customer's credentials are configured into the interface during implementation.
- Customer's network has access to the RapidSOS WebPortal

Constraints:

- An active subscription to RapidSOS WebPortal is required for the interface to operate.

ANI/ALI Interface to Vesta 911 (included with OnCall Dispatch Advantage)

Description:

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).

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. As a site transitions to a full Next Generation implementation, Hexagon's Call-Taker GUI will provide a seamless transition for the call-taker.

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.

PSA1107SU - Body Worn Camera OnCall Interface – Evidence.com

Description:

The Body Worn Camera OnCall Interface is an Xalt-based application that 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

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.
- This is an on-premise interface as it requires interfacing with Axon via local shared directory.
- The interface will create a csv file delivered to local share containing Event/Unit information in Axon defined format that allows Axon to link chronology of an event to body camera footage.
- 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.

![Hexagon Safety & Infrastructure logo]

ATTACHMENT K: ADDITIONAL SERVICES

HxGN OnCall Dispatch | Advantage Train-the-Trainer

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

MAJOR TOPICS

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

PREREQUISITES

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

TRAINING DETAILS

Method	Conducted remote by Hexagon Personnel
Target Audience	Personnel responsible for training call-taking and dispatching staff
Duration	Four (4) days
Student Capacity	12

HxGN OnCall Dispatch | Mobile Unit Train-the-Trainer

COURSE OVERVIEW

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

MAJOR TOPICS

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

PREREQUISITES

- Customer 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 remote by Hexagon Personnel
Target Audience	Personnel responsible for training the field personnel that respond to CAD events (Law, Fire, EMS)
Duration	Three (3) days
Student Capacity	12

I/CAD to OnCall Dispatch Database Migration

Task Description

Hexagon resources will migrate the current I/CAD database to the OnCall schema. During this process, an upgrade of the I/CAD database will be performed to v9.4 using the I/CAD Database Utility and Customer's staged OnCall environment. Once this step is complete, the data will be migrated to the HxGN OnCall schema (for HxGN OnCall Dispatch and HxGN OnCall Dispatch | Mobile Unit).

During the Project and ensuing migration process, the existing I/CAD data may need to be corrected to meet newer version requirements. The implementer will review any modifications with the customer if there is a concern.

Task Deliverables

- Hexagon-approved checklist documenting database migration to the HxGN OnCall schema completion
- Upgraded database on Customer's staged OnCall environment
- Migrated OnCall database in the OnCall environment

Task Prerequisites

- Once the data migration has been upgraded and migrated to OnCall, all changes made to data in the legacy I/CAD system that are applicable to data in the new OnCall system must be replicated by the Customer manually (data entry) in the OnCall database.

  The data types included in this migration are:

action_role	deplo_plan	persl
action_role_command	det_ev_ty	persl_avatar
action_role_sub_role	device_loc_history	persl_skill
agenc	dialog_oncall	perso
agency_case_number	disposition_type	priority_times
agency_deplo_plan	entr_service_diversion_history	propt
agency_dgroup	entrance_service	recommended_entrance
agency_esz	entrance_service_diversion	recommended_entrance_diversion
agency_event_added_req	entrance_service_history	recommended_entrance_service
agency_event_resp_plan	esz	resp_plan
agency_security_group	ev_ty_alias	resp_req
agency_security_group_member	event_type	resp_req_res
backup_beat_list	event_type_alarm_level	resp_tme

beat	facility	roster
bulk_load_status	facility_audit_log	rot_equip
cfg_files	facility_entrance	rotate
cfg_oncall	facility_entrance_history	rotate_phone
cfg_param_lists	facility_history	run_card
cfg_param_table_rows	facility_recommend_response	scr_text
cfg_param_tables	facility_recommendation	scratch
committed_trans_indicator	fs_alert	scrgrp
data_role	fs_status	sp_ad
data_role_permission	gun	sp_ad_event_type
data_role_sub_role	highlight_keyword	sp_st
db_table_status	ifcad_timed_execution_cmd	sp_st_ag
def_device	isec_ev_al	sp_st_type
def_equip	lineup	sp_st_type_priority
def_page	lineup_crews	spad_perso
def_station	lineup_device	subscriber
def_station_crew	lineup_equip	subscription
def_station_crew_restriction	lineup_persl	subscription_change_item
def_station_persl	locale_strings	unit_agency_service_access
def_unit	map_data_source	user_group
def_unit_restr_ag_avail	map_data_source_layer	user_group_persl
def_unit_type	msg_group	user_group_sub_group
def_vehic	numbr	usrgrp
defined_service	out_of_service_type	valid_device
defined_service_history	out_of_service_type_agency	valid_unit

- ALL USER PASSWORDS will be required to be reset to a Customer-defined default value. Consequently, then ALL USERS (including Mobile) will be required to change their password at the first logon in the OnCall system

Task Assumptions

- This task will be conducted remotely via online conferencing. If on-site services are desired, a Change Order must be issued.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Process upgrade to I/CAD database schema using Customer's staged OnCall environment
- Review migrated static data with Customer
- Address data anomalies/inconsistencies as reasonably necessary

Customer Team Participation and Responsibilities

Customer shall:

- Ensure that data updated in the legacy CAD system is tracked after the migration, in order to replicate the update in the OnCall database as needed
- Provide support to Hexagon as needed during upgrade process

Task Acceptance Criteria

This Task is complete when the I/CAD static data has been migrated to the OnCall environment.

HEXAGON
SAFETY & INFRASTRUCTURE

Statement of Work

for

HxGN OnCall Records

Cloud Consulting Services

TABLE OF CONTENTS

1. PURPOSE

The SOW describes the Cloud Consulting Services for the Records Cloud Program. It documents: Project implementation requirements, Cloud Application and Local Software functionality, the Activities and Tasks comprising the Project, the timeframe for completion of Activities and Tasks, the responsibilities for each Party, and the Task Acceptance Criteria.

2. STATEMENT OF WORK OUTLINE

The Services reflected in this SOW, exclusive of the Services described in Attachments H (Interface Addendum) and I (Additional Services), are included in the Quote line item, "Records Cloud Program Implementation Services." Services for Interfaces and Additional Services are reflected in Attachments H and I, if any, and separately identified in the Quote.

The SOW includes and incorporates the following Attachments:

- Attachment A – Initial Project Schedule
- Attachment B –Training Courses Curriculum
- Attachment C – Glossary of Terms
- Attachment D – CJIS Security Addendum
- Attachment E – Cloud Application System Requirements
- Attachment F – IOC Test Scenarios
- Attachment G - Technical Matrix
- Attachment H – Interface Addendum
- Attachment I – Additional Services

Each task identified in the SOW includes the following as necessary: Task Description, description of Activities, Task Deliverables, Task Prerequisites and Assumptions, Hexagon/Customer Team Participation and Responsibilities, and Task Acceptance Criteria. The Tasks described in this SOW may not be listed chronologically, and the actual Project implementation Tasks and timelines will follow the Project Schedule, unless otherwise noted.

3. ORDER AND DEFINED TERMS

This SOW, together with the attached Quote, is an Order made pursuant to the Master Terms identified in the Quote. Execution of the Quote accompanying this SOW reflects the Customer's acceptance of the Order. This SOW describes the Cloud Consulting Services and other Software (if purchased) provided by Hexagon in connection with the initial implementation of the Records Cloud Program. To the extent purchased, Cloud Consulting Services to implement OnCall Dispatch or OnCall Analytics are provided in a separate SOW and are considered part of the Cloud Consulting Services Order. Hexagon will provide the Cloud Consulting Services to facilitate implementation of the Records Cloud Program as expressly set forth in this SOW (the "Project"). Unless otherwise defined in this SOW, capitalized terms shall have the same meaning as set forth in the Common Terms Glossary and Attachment C (Glossary) attached hereto.

Execution of the Quote for the Cloud Consulting Services Order reflects the Customer's acceptance of the Order, including this SOW and any other SOWs made part of the Cloud Consulting Services Order.

4. PROJECT OUTLINE

The Project consists of two (2) phases: Initial Operating Capability ("IOC") and Final Operating Capability ("FOC"). During IOC, Hexagon will Onboard Static Data (defined below) for the Records Cloud Program, perform System Testing, and provide access to online training materials. For the Project to be successful, it is imperative the Customer review and take advantage of the training materials provided or made available to Customer and timely perform its Activities. Upon IOC completion, the Records Cloud Program is in a state that it can be used to perform its primary function: enter and store Law records in accordance with the Specifications. IOC Completion also marks the Cloud Program Start Date for the Records Cloud Program.

Following the completion of IOC, the Customer may make any additional configurations to the Records Cloud Program, perform User Acceptance Testing ("UAT"), and Cutover the Records Cloud Program. As part of FOC, Hexagon shall provide services to support Customer Activities as expressly described in this SOW, implement State IBRS, develop and/or implement identified Interfaces, provide a draft Cutover plan, and provide support to the Customer during Cloud Cutover of the Records Cloud Program.

Except for Remote Cutover Support, all Tasks reflected in this SOW are regarded as complete and accepted upon Cloud Cutover of Records Cloud Program.

At any time after the IOC Credentials Meeting and before completion of the Address Blocker Errors from UAT Task, Customer may request Hexagon to change the nature of the Project from implementation of a Cloud Program to an on-premise Upgrade of OnCall Records. Under such a scenario, the Records software would be converted from the Records Cloud Program to an on-premise Subsystem with perpetual licensed software provided as an Upgrade through Customer's then existing Support Contract. The perpetual licensed software would be licensed to the Customer in accordance with Exhibit A of the Master Terms.

Upon receiving such request, Hexagon shall provide a draft change order modifying the scope to convert the Project from the Cloud Program to an on-premise solution. Among other topics to be addressed within the change order, it will describe any change in Tasks yet to be completed; change in Project Schedule; hardware requirements; operating system, database, and third-party software requirements; additional services, and fees and credits (if any).

Depending on when in the performance of the Project the Customer elects to exercise this option, the Cloud Fees and other fees payable for Services may have to be realigned. With respect to Cloud Fees, any Cloud Fees paid for the Records Cloud Program for unused months less fees obligated to Microsoft for the Azure annual expenses encumbered through this Order (i.e., months remaining on the Cloud subscription from the date the request for the Change Order is made) shall be converted to project credit and applied towards any Services arising under this Project, any other project, or Maintenance Services. The Customer will be required to keep and have kept its I/LEADS Software Products under a valid and continuous Support Contract to exercise this option.

To the extent Customer elects to exercise this option, it shall do so also for Dispatch and Analytics such that all Subsystems will be implemented in an on-premise environment.

5. CLOUD PROGRAM FUNCTIONALITY AND SUPPORT

As part of the Records Cloud Program, Hexagon shall provide Credentials/License Keys to the COTS Cloud Applications identified in the Quote. The Records Cloud Program shall have the capabilities and functionality set forth in the Specifications, which reflects all of the functionality Hexagon is obligated to provide in the Records Cloud Program. System Testing and User Acceptance Testing shall only test for conformance to the Specifications. Errors identified during testing are addressed in accordance with the terms related to Cloud Services Support. Only Blocker Errors are required to be resolved prior to Cloud Cutover. This scope does not include any Product Change Requests.

Within base functionality, OnCall Records includes Federal NIBRS functionality and reporting. That functionality is delivered as part of IOC. The Customer may have also purchased State IBRS functionality and reporting. If so, such purchase is expressly reflected in the Cloud Program Order. The State IBRS oriented Tasks are provided in the FOC Phase and presumes prior Hexagon development of the applicable State IBRS being provided to the Customer. To the extent the State IBRS has to be developed by Hexagon as it has not been previously developed, then the timelines reflected in the Project Outline and Attachment A may be adjusted by Hexagon in updating the Initial Project Schedule to account for the time to develop the applicable State IBRS.

As part of the Records Cloud Program, the Customer will have access to various Cloud Environments: Production, Development, and Staging. This Project contemplates most Activities occurring in the Development Environment. After the Records Cloud Program is declared a Production Ready System and prior to Cloud Cutover, Hexagon will replicate the Development Environment to the Production Environment and Staging Environment. If the Customer elects to hold Cloud Cutover prior to Hexagon replicating the Development Environment into the Production and Staging Environments, the Customer shall notify Hexagon of such intent whereby Hexagon will replicate the Development Environment in the Production and Staging Environments and provide the corresponding Credentials to Customer. At such time, the Project shall be complete, and all outstanding milestones shall be invoiceable and payable.

As part of the Records Cloud Program, the Customer will use OnCall Records for field reporting.

Upon issuance of the Credentials/License Keys for the Records Cloud Program, the Cloud Program Start Date shall have occurred. Consequently, Cloud Services Support will also begin at that time. The Customer is responsible for performing its Cloud Services Support obligations as reflected in the Master Terms for the duration of FOC and the remainder of the Cloud Term, as may be extended.

6. CUSTOMER PROJECT TEAM STRUCTURE

The Customer is responsible for providing qualified resources to staff the Core Team (described below) to facilitate a successful implementation of the Records Cloud Program. The Core Team roles and responsibilities are described in the following sections.

Core Team Roles and Responsibilities

The Core Team (as described below) shall consist of designated agency (Customer) personnel with the various skill sets and knowledge and backgrounds required to implement the Records Cloud Program and other related Cloud Applications (excluding OnCall Dispatch). The following list identifies the required Core Team and its respective roles and corresponding responsibilities:

- **Project Manager** – responsible for the day-to-day coordination of Project Activities on behalf of the Customer

- **System Administrator Personnel** – responsible for all system administration and configuration responsibilities related to the Records Cloud Program

- **Subject Matter Experts** (i.e. users, supervisory personnel, IT, networking) – responsible for representing end-users' needs and providing specific IT/networking expertise to the Core Team

7. PROJECT ASSUMPTIONS

The following reflects the assumptions regarding the Project. Changes in any of the assumptions will affect the scope, Project Schedule, and/or cost of the Project.

Agreement and Schedule Assumptions

- This Cloud Consulting Services Order and the Cloud Program Order have been executed by the Customer, accepted by Hexagon, and the Customer has provided a notice to proceed, Purchase Orders (PO) for both Orders, or written confirmation that only the execution of the Orders is necessary to bind the Customer.

- The Customer shall perform its assigned Activities set forth in this SOW in the timeframe identified within the Initial Project Schedule (Attachment A) and Project Schedule developed as part of Task: "Project Kickoff Meeting," as modified from time to time. If the Customer requests Hexagon extend the Initial Project Schedule or any subsequent Project Schedule, it acknowledges additional Consulting Services may be necessary for which a Change Order will be required.

- Hexagon will have timely access to Customer Project staff in accordance with the Project Schedule and Tasks. Customer shall make additional personnel available on a priority basis, as needed, to provide subject matter expertise to complete this Project.

- Customer shall have at least one (1): Project Manager, System Administrator, technical resource(s), and SME available to perform and/or support all Customer responsibilities and timely respond to Hexagon requests.

- The Customer shall provide Hexagon with or access to all data, documents, plans, reports, and diagrams, related to this Project and Hexagon responsibilities for this Project.

- Unless otherwise noted 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 electronic format.

- Customer shall conform to the requirements of the Master Terms, including, but not limited to, those provisions related to the Cloud Program, at all times.

- Unless expressly stated in this SOW, all Hexagon Activities will be performed remotely.

- If the Customer desires additional Services from Hexagon, the parties can either enter into a separate Order for those Services or enter into a Change Order to explicitly modify this Order. Except for those Services expressly identified as being performed by Hexagon herein, it is not obligated to provide any other or additional Services under this Order.

- Notwithstanding anything to the contrary within the Master Terms, the Customer shall substantively respond to the delivery of a sign-off form within ten (10) Business Days as part of the Task Acceptance Process.

- Historical data conversion or importation is not included in this Project, unless otherwise specified Attachment I – Additional Services.

- Except for the Cutover Task, Hexagon shall provide its Services only during normal Business Hours.

- For meeting or workshops involving both the Customer and Hexagon there will be at least one fifteen (15) minute break every two (2) hours with a one (1) hour meal break for meetings scheduled to last an entire day (eight (8) hours).

Hardware and Software Assumptions

- Local Software, if any, will be electronically delivered to the Local Environment.

- To the extent Local Software is delivered as part of this SOW, the Customer shall provide access to its Local Environment to Hexagon for the duration of the Project.

- No Local Software will be delivered during the IOC Phase.

- The Customer shall purchase, install, and test all physical client hardware comprising the Local Environment.

- The Customer will ensure its hardware, operating system software, and other third-party products/environments conform with Attachment E – Cloud Application System Requirements.

- Customer shall purchase all applicable operating systems and software in the Local Environment, including, but not limited to, client workstations, and ensure such operating systems and software meet the minimum requirements as defined in Attachment E Cloud Application System Requirements.

- Customer shall be responsible for the wired and wireless connectivity between servers/clients and clients/clients and with the Cloud Applications.

- To the extent the Customer desires to use the Records Cloud Program 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, reduced performance, compromised functionality, or other unintended consequences arising from such use. The Customer also shall not withhold acceptance of any Task or the Cloud Program due to such use.

System Access/CJIS Assumptions

- The Cloud Program shall store data (in either transit or at rest) in the Cloud Environment, which is within Microsoft Azure Government Cloud. Customer is solely responsible for (i) assuring it is permitted by appropriate State agencies to transmit CJI and store data (in either transit or at rest) in the Cloud Environment and (ii) otherwise complying with and ensuring this Project and the Cloud Program to be provided does not violate applicable State CJIS policies.

- Through inclusion of Attachment D -- CJIS Security Addendum, Hexagon acknowledges and agrees to comply with its limited obligations applicable to a software vendor provided under CJIS.

- Customer shall purchase, install, configure, and administer its Network Infrastructure, including, but not limited to, its WAN/LAN and wireless infrastructure. Customer's wireless infrastructure shall be the same for all agencies

- Upon Customer request, Hexagon personnel accessing the Customer's Cloud Program will 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, Hexagon shall provide a completed fingerprint card completed by a law enforcement agency located within the United States with that agency's specific ORI.   Hexagon shall pay the fees for having the fingerprint cards completed by a local law enforcement agency, and Customer shall be responsible for any and all fees associated with processing the completed fingerprint cards and background information.

- 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 Cloud Services and Cloud Consulting Services.

- If necessary, Hexagon shall access the Cloud Program, including Local Software, and Customer Data via SecureLink.

- The Customer is responsible for ensuring that their data communications infrastructure and devices comply with CJIS and applicable State requirements.

Third-Party Assumptions

- Customer shall schedule and coordinate third-party technical resources with the skills necessary to perform and/or support all Customer Responsibilities, respond to Hexagon requests, and support the testing of Interfaces, as required.

- Customer shall maintain, in good working order, all third-party systems which will integrate with Hexagon software or on which the Hexagon software depends as part of this Project except for the Third-Party Software included as part of the Cloud Program and provided thereunder.

- 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 any

- 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.

- Customer shall be solely responsible for providing its source map, Onboarding its mapping data, coordinating with its mapping provider regarding the use of Customer's mapping data in connection with the Cloud Applications, and supporting, deploying, and configuring its mapping software program and data in connection with its use with the Cloud Program. Additionally, Hexagon will not deliver ESRI services for map display, geocoding, or routing. Customer shall conform to mapping specifications provided by Hexagon upon request.

- The Customer will provide Centerline street files and any additional polygon shapefiles required for mapping purposes in the OnCall Records Application.

8. TRAINING AND DEVELOPMENT

Learning how to use the Records Cloud Program is foundational to making the Project successful. Hexagon shall provide the Customer access to principal guides, the User Guide and System Administrator Guide (the "Guides"). At the Project Kickoff Meeting, Hexagon will also provide the Customer e-learning credentials for (collectively, "Base e-learning Credentials") for the courses identified below (collectively, "Base e-learning Courses") per the quantity specified in the Quote accompanying this SOW:

- HxGN OnCall Records Admin – cloud (HXTC003)
- HxGN OnCall Records User – cloud (HXTC004)
  - Includes Records Products

The e-learning classes reflects Hexagon's latest learning and training tool, which can and should be used throughout the Project. The Guides and Base e-learning Credentials may be used at all times during the Project; however, the Customer's access to the Base e-learning Credentials shall end one (1) year after formation of this Order, unless otherwise renewed. The Training Statement for the Base e-learning Credentials provided in this Project, is described in Attachment B, which may be supplemented with other Training Statements for additional e-learning classes purchased and not identified in this SOW.

The Customer should take advantage of these tools during all Phases of the Project. The comprehensive use of these learning tools will facilitate a better transition to OnCall and can lead to more constructive exchanges with Hexagon resources during workshops and consulting sessions. As denoted at certain Tasks, certain prerequisites for Tasks will include Customer personnel having read the relevant sections of the Guides and/or watched the relevant e-learning class.

The part, "HxGN OnCall Records - STG – CLD," is part of the Cloud Staging Environment. Notwithstanding anything to the contrary in the Master Terms and in addition to the rights provided with a Cloud Staging Environment, the Customer shall also have the right to have its Users use the Cloud Staging Environment for training purposes in like manner as if the Cloud Staging Environment was also a Cloud Training Environment.

9. PROJECT INITIATION

Prior to the Project Kickoff Meeting and after placement of the Order, the following initial Activities must be performed before any Tasks can occur:

- The Hexagon Project Manager will contact the Customer Project Manager. During this initial contact, the Hexagon Project Manager will:
  - Identify the Project Start Date, which should be within two (2) business days of the Project Kickoff Meeting;
  - Schedule the Project Kickoff Meeting;
  - Create an agenda describing the goals of the Project Kickoff Meeting;
  - Discuss factors that could affect the Project (*e.g.*, scheduling conflicts, communication factors, change management and other risk factors);

- Hexagon's Project Manager shall update the Initial Project Schedule to reflect any additional Services, Software, or other items included within the Order, identify the Project State Date, and provide the Updated Initial Project Schedule to the Customer Project Manager prior to the Project Kickoff Meeting.

- Hexagon shall provide the Customer an electronic copy of the User Guide and System Administrator Guide for OnCall Records prior to the Project Kickoff Meeting.

- Hexagon shall provide the Customer the Base e-learning Credentials and any other e-learning credentials listed in the Quote.

10. PROJECT TASKS

IOC PHASE

1. Project Kickoff Meeting

Task Description

The objective of this Task is to confirm the updated Initial Project Schedule (Attachment A) provided on the Project Start and provide an overview of the Project. A meeting for Project Kickoff will be held after the Project Start date.

The Project Kickoff meeting which shall occur within two (2) Business Days after the Project Start date. To the extent other SOWs are included as part of this Order (i.e. SOW for OnCall Dispatch and/or OnCall Analytics), the Project Kickoff Meeting may be extended up to two (2) hours for each additional SOW (e.g. SOW to implement Dispatch Cloud Program) included in this Order, but in no event will the Kickoff Meeting for the entire Cloud Program last more than eight (8) hours. The Project Kickoff Meeting will be conducted via online conferencing and shall last no more than four (4) hours.

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 provided within Attachment A. Prior to the Project Kickoff Meeting Task, the Customer Project Manager shall have reviewed the updated Initial Project Schedule and be in a position to succinctly identify any needed changes understanding material extensions of the Initial Project Schedule may require additional Hexagon Services to be added via a Change Order. Once the list of changes has been made to the updated Initial Project Schedule by the Hexagon Project Manager, the Hexagon Project Manager will thereafter provide the Project Schedule to the Customer Project Manager. From time to time, the Parties' Project Managers may modify the Project Schedule upon mutual written consent or upon transmission of an updated Project Schedule to the Customer Project Manager as part of a status report and the Customer Project Manager offers no objection to the updated Project Schedule within ten (10) Business Days thereafter.

As part of the Project Kickoff Meeting, Hexagon Project Manager shall provide to Customer: (i) access credentials to Hexagon online training materials, (ii) any applicable Interface Worksheets (as described in the Interface Addendum), if any, and (iii) State IBRS Worksheet (if applicable), and (iv) Statute Code Tables Worksheet. 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 the Cloud Program will integrate as contemplated in the Interface Addendum, and (iv) identify to Hexagon any perceived concerns or risks with the Project.

Task Deliverables

- Project Schedule
- Access credentials to Hexagon online training materials
- Interface Worksheet(s), if any
- State IBRS Worksheet (if applicable)
- Statute Code Tables Worksheet

Task Prerequisites

- The following Activities must be completed prior to beginning this Task:

- The Cloud Consulting Services Order and Cloud Program Order have been accepted in writing by the Customer and the Customer has issued to Hexagon Purchase Orders for the full amount reflected in both Quotes (or the Customer has indicated in writing it does not need to issue Purchase Orders to facilitate transactions of this type)
- 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
- Customer's Core Team has reviewed this SOW
- Customer is in compliance with Attachment E – Cloud Application System Requirements.

Task Assumptions

- The Hexagon Project Manager will conduct the meeting remotely.
- The Core Team and the Hexagon Project Manager shall attend the Project Kickoff Meeting.
- The Project Kickoff Meeting will last no more than four (4) hours unless otherwise extended because other SOWs are to be discussed (as described above).

Hexagon Team Participation and Responsibilities

- The Hexagon Project Manager shall attend the Project Kickoff Meeting
- Hexagon shall:
    - Establish status reporting requirements (but no more frequently than once per month);
    - Prepare the Updated Initial Project Schedule the Parties will review during the Project Kickoff Meeting; and
    - Provide the final Project Schedule

Customer Team Participation and Responsibilities

- The Core Team shall attend the Project Kickoff Meeting.
- The Customer shall:
    - Provide Hexagon: contact information for all members of its Core Team and Executive/Departmental Sponsor, (ii) proposed alterations to the updated Initial Project Schedule, and (iii) contact information for any third-party vendors which the Cloud Program will integrate; and
    - Identify any perceived risks or concerns.

Task Acceptance Criteria

This Task is complete at the conclusion of the Project Kickoff Meeting and delivery of the Project Schedule to Customer.

2. Creation of Cloud Environment

The objective of this Task is to create and "spin-up" the Customer's Development Environment for the Records Cloud Program and Onboard the standard Hexagon static data set ("Standard Data Set") to facilitate IOC Activities. Onboarding of Customer data shall occur during FOC Activities.

Hexagon will programmatically Onboard the standard Static Data. Hexagon will inform the Customer once the Static Data has been Onboarded and the applicable Cloud Development Environment for Customer has been created.

Task Prerequisites

The following items must be completed prior to beginning this Task:

- Task: "Project Kickoff Meeting"

Task Assumptions

- The Static Data included within the validated Onboarding Documentation will be implemented as part of Onboarding and Cloud Environment Creation Task.
- Customer specific Static Data will be implemented as described in Attachment I - I/Leads to OnCall Records Data Conversion/Migration during FOC Activities and prior to Records Configuration 1

Hexagon Team Participation and Responsibilities

- Hexagon will create the Cloud Environment (only Cloud Development Environment at this Task) with the Records Cloud Applications (excluding Interfaces) identified in the Cloud Program Order, which will be used for subsequent Tasks (Customer is not provided Credentials/License Keys at this time).

Customer Team Participation and Responsibilities

- None

Task Acceptance Criteria

This Task shall be complete upon creation of the Cloud Development Environment.

3. IOC Testing

The objective of this Task is to test the Records Cloud Program following Onboarding and resolve any Blocker Errors prior to tendering the Credentials//License Keys to the Customer.

Following completion of the Records Cloud Onboarding Task, Hexagon will test the Records Cloud Program to identify and resolve any identified Blocker Errors. The System Testing consists of Hexagon programmatically executing the IOC Test Scenarios described in Attachment F against the Records Cloud Program. Hexagon will conduct the System Test remotely. To the extent the System Testing identifies a Blocker Error, Hexagon will address the Blocker Error. System Testing may discover Permissive Errors, but those Permissive Errors will not preclude completion of this Task or any other Task, including Cloud Cutover. Following System Testing and Blocker Error resolution efforts, if any, Hexagon shall provide to the Customer written confirmation the Records Cloud Program has completed System Testing and the Credentials/License Keys to the Cloud Development Environment.

Task Prerequisites

The following items must be completed prior to beginning this Task:

- Task: "Onboarding and Creation of Cloud Environment"

Task Assumptions

- System Testing will consist of only testing the Records Cloud Program against the IOC Test Scenarios in Attachment F.

Hexagon Team Participation and Responsibilities

- Hexagon shall:
  - Execute IOC Test Scenarios; and
  - Address Blocker Errors, if any.

Customer Team Participation and Responsibilities

- None.

Task Acceptance Criteria

This Task is complete upon execution of IOC Test Scenarios and resolution of Blocker Errors, if any.

4. Records Cloud Program Overview

The objective of this Task is to provide an overview of the Records Cloud Program to the Customer Core Team

Following the Project Kickoff Meeting, Hexagon will host a remote teleconference to provide an overview of the Records Cloud Program and onboarding of static data ("Records Overview"). The Records Overview shall last no more than one (1) day. The Records Overview will consist of an overview of the capabilities and administration tools embedded within the Records Cloud Program. The information presented is intended to orient the Core Team to the Records Program to help facilitate its comprehension and understanding of training materials.

The second part of the Records Overview will include a discussion related to incorporation and mapping of applicable statutes to NIBRS/IBRS codes for inclusion within the Onboarding Documentation.

Task Prerequisites

- The following items must be completed prior to beginning this Task:
  - Task: "Project Kickoff Meeting"

Task Assumptions

- The Records Overview shall be conducted remotely and last no more than one (1) Business Day.

Hexagon Team Participation and Responsibilities

- Hexagon will conduct the Records Overview, which shall include:
  - an orientation to the Records Cloud Program

Customer Team Participation and Responsibilities

- Customer shall:
  - Provide to Hexagon the information and statutes in electronic format necessary to discuss mapping of statutes to NIBR/IBRS codes.

Task Acceptance Criteria

This Task is complete at the conclusion of the Records Overview.

5. OnCall Records Map Overview

Task Description

This Task introduces the Customer GIS resource(s) to the requirements and concepts involved in the development of the OnCall Records map dataset. During the one (1)-day remote OnCall Records Map Overview ("Map Overview"), Hexagon will present on the following topics:

- Introduction to OnCall Records GIS data requirements; and
- Optional GIS data elements that can be used by OnCall Records

This Map Overview will use Hexagon-provided GIS data loaded on Hexagon machines for the purposes of discussion only. 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. After this session, the Customer will be provided a document titled "OnCall Records GIS Data and Service Requirements," which details the required data elements.

Map content will be provided to the OnCall Records system through web services to be provided by the Customer.

Task Deliverables

- OnCall GIS Data and Service Requirements document

Task Prerequisites

The following Activities and Tasks must be completed prior to beginning this Task:

- Task: "Project Kickoff Meeting" is complete; and
- Task "OnCall Records" is complete

Task Assumptions

- The Map Overview will be conducted remotely over one (1) Business Day

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Conduct the OnCall Records Map Overview; and
- Provide the document titled, "OnCall GIS Data and Service Requirements."

Customer Team Participation and Responsibilities

Customer shall:

- Ensure its GIS/Map Administrator attends the Map Overview;
- Designate and assign no more than four (4) Customer mapping/GIS personnel to attend the entire workshop. Two (2) additional people may attend as observers/auditors; and
- Ensure that all appropriate Customer GIS professionals are sufficiently trained and experienced in GIS fundamentals

Task Acceptance Criteria

The Task is complete after the Map Overview is conducted.

6. IOC Training

Task Description

The objective of this Task is to facilitate the transfer of knowledge and information necessary for the Core Team to complete its Activities in IOC and FOC. While the Customer may start User training at any point upon receipt of the Hexagon online training credentials, it is only necessary for the Core Team to complete training applicable to its role as part of this Task.

As part of the Project Kickoff Meeting Task, Hexagon provided the Customer Project Manager online training credentials, which the Customer Project Manager shall manage and distribute among appropriate Customer personnel, including the Core Team and Users. As the Base e-learning Credentials form part of the foundation for training, it is imperative the Core Team review those courses and understand the information being disseminated. A synopsis of all training courses is set forth in the Training Program Statements.

The other central tenant of training is the System Administration and User Documentation provided by Hexagon. The Core Team should have read the portions of the Documentation identified below. To facilitate a productive FOC portion of the Project, the Customer should have viewed and read the training materials within fifteen (15) Business Days from Project Start ("IOC Training Period"). This Task is being performed concurrently with other IOC Tasks (except for Project Kickoff Meeting). This Project, including, FOC workshops and consulting services, are based upon the presumption the Core Team is very familiar with the information presented in the training materials identified below ("Core Team Training Materials"). Completion of this Task marks the end of the IOC Phase.

Documentation to be read during IOC:

- HxGN OnCall Records Administrator Guide (document)
- HxGN OnCall Records User Training Guide (document)

Task Prerequisites and Assumptions

- Hexagon has provided:
  - Access to Hexagon online training credentials provided to Customer; and
  - Access to Hexagon training Documentation provided to Customer

Hexagon Team Participation and Responsibilities

- Only the IOC Training Materials are included -- no Hexagon live training is provided as part of IOC.

Customer Team Participation and Responsibilities

- Customer Project Manager has distributed access credentials to Hexagon online training materials and training Documentation to Core Team.
- The Core Team shall view and read IOC Training Materials.
- Customer Project Manager will manage the Customer's training compliance and report to Hexagon Project Manager once the Customer Core Team has completed the requirements of this Task.

Task Acceptance Criteria

This Task is complete upon the earlier of: (i) the Customer Project Manager reports the Core Team has viewed and read the IOC Training Materials or (ii) the IOC Training Period has lapsed.

7. IOC Credentials Meeting

Task Description

As part of this Task, Hexagon will host a remote meeting with the Customer Project Manager to: (i) deliver to Customer the Credentials/License Keys applicable to the Cloud Records Program as identified in the Quote to the Cloud Program Order and (ii) ensure the Customer Project Manager is able to access the Cloud Program with the Cloud Credentials/License Keys ("Credentials Delivery Meeting"). The Credentials Delivery Meeting is complete once those two objectives are achieved. Completion of this Task also serves to mark when the Cloud Term and Subscription Term (if applicable) commences and when the Cloud Fees and fees for Subscription Licenses (if applicable) become payable.

Task Deliverables
- Delivery of Credentials/License Keys for Records Cloud Program included within the Quote.
- Customer can login to the Records Cloud Program using Credentials/License Keys.

Task Prerequisites
- Task: "IOC Testing"

Task Assumptions

- Customer has necessary hardware, equipment, and Network Infrastructure ready and available to access the Cloud Program.

- The Credentials Delivery Meeting is of a limited duration and only intended to cover the two topics specified above.

Hexagon Team Participation and Responsibilities

- Hexagon shall:

  - Host the Credentials Delivery Meeting;

  - Provide the Map Data Worksheet, which will be necessary for the subsequent Address Server Configuration Task

  - Deliver Credentials/License Keys for Records Cloud Program;

  - Ensure the Customer can log into the Records Cloud Program to confirm connectivity; and

  - Address Customer reported issues with accessing the Records Cloud Program.

Customer Team Participation and Responsibilities

- Customer Project Manager and/or SME will attend the Credentials Delivery Meeting.

- Customer shall access the Records Cloud Program via the Credentials/License Keys provided during the Credentials Delivery Meeting.

- Report to Hexagon verbally during the Credentials Delivery Meeting whether the Customer can access the Records Cloud Program or identify issues encountered in accessing the Records Cloud Program.

- If Customer encounters issues in accessing the Records Cloud Program, it will work collaboratively with Hexagon to troubleshoot and address the issue until resolution.

Task Acceptance Criteria

- This Task is complete when Hexagon has delivered the Records Cloud Program Credentials/License Keys to Customer and confirmed the Customer is able to access the Records Cloud Program.

FOC PHASE

8. Business Process Session

During this Task, Hexagon will conduct a two (2) day business process session ("Business Process Session"). The purpose of the Business Process Session is to: (i) facilitate a mutual understanding of the Customer's current business processes as it configures OnCall Records in later Tasks and (ii) determine the most effective and efficient use of the proposed solution before it is implemented.

Prior to this Tasks, the Customer shall have collected its operating procedures, manuals, and other documentation reflecting how it documents, processes, approves, and uses its records. During the Business Process Session, Hexagon and Customer shall discuss its processes within the context of the Records Cloud Program to better understand future Activities. Following the Business Process Session, Hexagon will provide to the Customer a Business Process Review report based upon the discussions and decisions made during the Business Process Session.

Following the conclusion of the Business Process Session, the Customer should have a better understanding of how its processes as it configures the Records Cloud Program. The Customer will be expected to document its business processes as a result of the Business Process Session.

Task Prerequisites

The following items must be completed prior to beginning this Task:

- Task: "System Testing"
- Task: "IOC Training"
- The Customer shall have collected all necessary data and information in its possession necessary for the Business Process Session.

Task Assumptions

- The Business Process shall be conducted remotely and last no more than two (2) Business Days.

Hexagon Team Participation and Responsibilities

- Hexagon shall host the Business Process Session and provide consultative guidance during the Business Process Session.
- Hexagon shall submit to Customer a Business Process Review report upon conclusion of the Business Process Session to be used as a guide during Customer Configuration Tasks.

Customer Team Participation and Responsibilities

- Customer shall ensure appropriate SMEs fluent in Customer's processes and workflows participate in the Business Process Session

Task Acceptance Criteria

This Task is complete at the conclusion of the Business Process Session and delivery of a Business Process Review report.

9. Onboarding Overview

The objective of this Task is to provide an overview of the Onboarding process.

Following the IOC, Hexagon will host a remote teleconference to provide an overview of the onboarding of static data ("Onboarding Overview"). The Onboarding Overview shall last no more than one (1) day. The Onboarding Overview will provide an overview of the Onboarding Documentation, including, the types of information needed to complete the Onboarding Documentation and the formatting of Customer-specific responses. At the completion of this Task, Hexagon will provide the Onboarding Documentation the parties collaboratively worked during the Onboarding Overview to the Customer, which the Customer will complete as part of the subsequent Onboarding Data Collection and Validation Task if it desires to have Customer-specific Static Data.

Task Prerequisites

- The following items must be completed prior to beginning this Task:
  - IOC is complete;

Task Assumptions

- The Onboarding Overview shall be conducted remotely and last no more than one (1) Business Day.

Hexagon Team Participation and Responsibilities

- Hexagon will conduct the Onboarding Overview, which shall include:
  - Information on the types of data covered and included in the Onboarding Documentation; and
  - The proper formatting for responses in the Onboarding Documentation.

Customer Team Participation and Responsibilities

- Customer shall:
  - Have SMEs or other persons responsible for facilitating completion of the Onboarding Documentation attend (and be able to see the shared computer screen) the Onboarding Overview; and

Task Acceptance Criteria

This Task is complete at the conclusion the Onboarding Overview and delivery of the Onboarding Documentation.

10. Map Consulting Session

Task Description

A central feature of OnCall Records is interoperation and use of a map source in OnCall Records. The Customer may choose a supported map provider. The objective of this Task is to collaborate with the Customer's GIS Administrator regarding use of a third-party map within OnCall Records and management of the source map.

Over the course of a five (5) consecutive Business Days mapping workshop (the "Map Consulting Session"), Hexagon and the Customer GIS Administrator shall collaboratively work on and discuss the integration and use of the map within OnCall Records and management of the map in the context of OnCall Records. As time permits, the parties can discuss other GIS related topics.

To facilitate a productive Map Consulting Session, the Customer GIS Administrator, at a minimum, should have participated in the OnCall Records Map Overview. The Customer shall also have complied with the mapping requirements prior to this Task and Customer's GIS SME shall have read the relevant chapters pertaining to GIS within the OnCall Records System Administrator Guide.

As a result of the Map Consulting Session, the Customer's GIS Administrator shall have additional insight and information on how to manage and use the map in connection with OnCall Records. For purposes of clarity, this Map Consulting Session is not intended to result in configuration or modification of Customer's source map. The Customer may configure the map at its discretion up to the commencement of the Testing Phase. At the commencement of Testing Phase, the Customer shall refrain from making any modification or configurations to the map until Cutover has occurred.

Task Prerequisites

The following Tasks and Activities shall be completed prior to beginning this Task:

- Task: "OnCall Records Map Overview" is complete
- Task: "OnCall Software Staging" is complete; and
- Customer GIS attendees have read chapter(s) within the OnCall Records System Administrator Guide pertaining to administration and management of GIS services in OnCall.

Task Assumptions

- The Customer GIS Administrator has sufficient authority to make decisions about the use, configuration, and integration of the source map

Hexagon Team Participation and Responsibilities

- Hexagon shall conduct the Map Consulting Session

Customer Team Participation and Responsibilities

Customer shall:

- Manage and make any desired configurations to its maps.

Task Acceptance Criteria

This Task is complete at the conclusion of the Map Consulting Session.

11. Server Configuration

OnCall Records provides the ability to validate law enforcement record entries with addresses. This Task is intended to facilitate configuration of the Address Server leveraging Customer provided data.

As part of the Map Consulting Session Task, the Customer shall provide Hexagon information requested in the Map Data Worksheet. The Customer shall complete the Map Data Worksheet and provide requested Map Shape files after the Onboarding Data Collection and Validation has been completed. If the completed Map Data Worksheet and Map Shape files are not provided in the specified timeframe, Hexagon may proceed with configuring the Address Server without Customer specific data.

Once the Customer provides Hexagon with the completed Map Data Worksheet and the requested map shape files or the time period referenced above has lapsed, Hexagon will configure the Address Server within OnCall Records. No other mapping source is to be configured with OnCall Records as part of this Project.

Also as part of this Task, Hexagon will deploy the report server.

Task Prerequisites

- The following items must be complete prior to beginning this Task:
    - Task: "Onboarding Data Collection and Validation" is complete

Task Assumptions

- Customer GIS SMEs will participate in this Task

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Configure the Address Server following receipt of the Customer map shape files and the Map Data Worksheet;
- Install and set up the Report Server; and

Customer Team Participation and Responsibilities

Customer shall:

- Complete the Map Data Worksheet and return it to Hexagon
- Provide the requests Map Shape files

Task Acceptance Criteria

This Task is complete upon Hexagon's configuration of the Address Server within OnCall Records and installation of the report server.

12. Configuration Training

Task Description

The objective of this Task is to facilitate the transfer of knowledge and information necessary for the Core Team to complete its Configuration Activities.

The Customer is responsible for configuring the Records Cloud Program.   Hexagon will provide specific consulting sessions as part of the Project (described in subsequent Tasks), but the Core Team's understanding of configuration will correspondingly allow the Customer to adapt the Records Cloud Program to better suit its business processes and workflows. The Customer shall complete this Task within eight (8) Business Days of the conclusion of IOC ("Configuration Training Period").   As part of this Task, the applicable members of the Core Team should have viewed the e-learning materials related to configuration and read the applicable portions of the Hexagon Records User Guide ("Configuration Training Materials"):

- HxGN OnCall Records Administrator Guide (document)
- HxGN OnCall Records User Training Guide (document)

Task Prerequisites and Assumptions

- The following items must be complete prior to beginning this Task:
  - Task: IOC Training" has been completed

Hexagon Team Participation and Responsibilities

- Only the Configuration Training Materials are included in this Task.

Customer Team Participation and Responsibilities

- The Core Team shall view and read Configuration Training Materials.

- Customer Project Manager will manage the Customer's training compliance and report to Hexagon Project Manager once the Core Team has completed the requirements of this Task.

Task Acceptance Criteria

This Task is complete upon the earlier of: (i) the Customer Project Manager reporting the Customer Core Team has viewed and read the Configuration Training Materials or (ii) the Configuration Training Period has lapsed.

13. NIBRS Deployment

Task Description

The objective of this Task is to implement federal NIBRS and the applicable State IBRS into the Records Cloud Program. To the extent the Customer did not purchase State IBRS (or similar part) validations in the Cloud Program Order, then that portion of the Task shall be omitted from the Project.

State IBRS provides the companion reporting tool to Federal NIBRS. It has specific State reporting functionality as directed by the state who has jurisdiction over the Customer. Hexagon has a sizable library of State IBRS validations it has developed; however, it is possible the applicable State IBRS for this Project may not have been developed. In such an instance, Hexagon will develop the applicable State IBRS reporting for implementation as part of this Task; however, the Initial Project Schedule set forth in Attachment A may be adjusted to accommodate such development. For purposes of the timelines included herein and in Attachment A, it is assumed the applicable State IBRS has been previously developed by Hexagon

Task Prerequisites

- The following items must be complete prior to beginning this Task:
    - Task: "Server Configuration" is complete.

Task Assumptions

- The State IBRS to be implemented has been previously developed by Hexagon (if not see above).
- Hexagon will implement the latest version of Federal NIBRS and State IBRS available at the time the Cloud Program Order is executed by the Customer.

Hexagon Team Participation and Responsibilities

- Hexagon shall remotely install federal NIBRS and the applicable State IBRS into the Records Cloud Program.

Customer Team Participation and Responsibilities

- As part of IOC, the Customer shall map their statute table and picklist code table with the correct NIBRS values and provide it to Hexagon

Task Acceptance Criteria

This Task is complete upon: installation of federal NIBRS and the applicable State IBRS validations into the Records Cloud Program.

14. NIBRS Configuration Overview

Task Description

The objective of this Task is to implement provide an overview to the Customer of the interplay of NIBRS and configuration of the Records Cloud Program in subsequent Tasks. Future Tasks will involve configuring the System, and how the Records Cloud Program is configured will affect the ability to achieve NIBRS certification.

Hexagon will provide a four (4) hour meeting to provide information on how future configuration Activities can affect NIBRS reporting ("NIBRS Configuration Overview"). The NIBRS Configuration Overview will provide sufficient information to spot potential impact points, so the Customer can mitigate adverse impacts as it configures the Records Cloud Program.

Task Prerequisites

- The following items must be complete prior to beginning this Task:
    - Task: "NIBRS Deployment" is complete.

Task Assumptions

- The NIBRS Configuration Overview will last no longer than four (4) hours.

Hexagon Team Participation and Responsibilities

- Hexagon shall host the NIBRS Configuration Overview.

Customer Team Participation and Responsibilities

- As part of IOC, the Customer shall map their statute table and picklist code table with the correct NIBRS values and provide it to Hexagon

Task Acceptance Criteria

This Task is complete upon installation of federal NIBRS and the applicable State IBRS validations into the Records Cloud Program.

15. Records Configuration 1

Task Description

OnCall Records is a highly configurable software suite. However, OnCall Records can also be used to record and retain law enforcement records without additional configuration. This Task is intended to provide the Customer time within the scope of the FOC and Hexagon consulting services to facilitate Customer's configuration of the functionalities identified below ("Configuration 1 Elements"). This Task assumes the Customer will make configuration changes. If the Customer does not intend to make any configuration changes, then this Task (and Configuration 2 and Configuration 3) shall be regarded as complete.

Configuration is driven by Customer Activities and the Customer is responsible for making any desired configurations to the Records Cloud Program.

Following the completion of the Configuration Training Task, the Customer shall begin configuring the Configuration 1 Elements in Records Cloud Program if it intends to make configuration changes to the Records Cloud Program. In making configuration changes, the Customer SMEs should have intrinsic knowledge of and/or access (if written) to the Customer's business processes, workflows, response plans, and standard operating procedures ("Customer Business Processes"). That information in conjunction with the Configuration Training will help facilitate Customer's configuration of the Records Cloud Program.

The Customer will document all configuration changes it makes to the both the Records Track and Mobile Track in a document titled, Site Configuration Document. Hexagon will provide a template of the Site Configuration Document. The Customer shall continue to update the Site Configuration Document during the Cloud Term.

Approximately ten (10) Business Days after this Task commences, Hexagon will host a one (1) Day Records Track remote-meeting to: address Customer questions encountered to date in the Configuration 1 Elements and collaboratively develop configuration strategies to address Customer workflows and processes, and otherwise consult with Customer on Records Track configurations ("Records Configuration 1 Session"). The Records 1 Configuration Session is intended to occur after the Customer has started making configuration changes to the Records Cloud Program in order to address previously Customer-encountered questions and issues. The Records 1 Configuration Session is intended only to provide knowledge and hands-on engagement to facilitate the Customer's continued configuration efforts. The Configuration Sessions (individually and collectively), by themselves, are not intended to result in a fully-configured Records Cloud Program.

After the Records Configuration 1 Session, the Customer shall have ten (10) Business Days to complete configuration of its desired Configuration 1 Elements (the collective ten (10) Business Days allocated for this Task is the "Configuration 1 Period").

Configuration1 Elements:

- Master Index Configuration
- Default Workflow
- Regional Customization – Configuration
- Alerts & Notifications – Configuration & Maintenance
- Printing Records with Data Sheets
- Address Server

By the commencement of the Records 1 Configuration Session, the Customer shall have completed the applicable NIBRS and State IBRS statute table configuration pertaining to the Configuration 1 Elements. This mapping and NIBRS configuration will then be reviewed and discussed during the one (1) day NIBRS Consulting Session 1, which shall take place after the Records Configuration 1 Session.

Task Prerequisites

- The following items must be complete prior to beginning this Task:
    - Task "Configuration Training" is complete; and
    - Task "NIBRS Configuration Overview" is complete.

Task Assumptions

- Customer SMEs have significant knowledge of and/or access to Customer Business Processes.
- Customer has available at least one (1) SME for Records Configuration 1 Session.
- Customer has made some configuration changes prior to the Records 1 Configuration Session.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Conduct the Records Configuration 1 Session;
- Conduct the NIBRS Consulting Session 1; and
- Provide a Site Configuration Document template to the Customer.

Customer Team Participation and Responsibilities

- Customer shall make its desired configurations to the Configuration 1 Elements to the Records Cloud Program within the Configuration 1 Period.
- The Core Team, as applicable, shall attend and participate in the Records 1 Configuration Session.
- The Customer will document the configuration changes it makes to the Records Cloud Program in the Site Configuration Document provided by Hexagon and manage the Site Configuration Document for the duration of the Cloud Term.
- Customer shall have completed the applicable NIBRS and State IBRS statute table configuration pertaining to the Configuration 1 Elements prior to Records Configuration Session 1.

Task Acceptance Criteria

This Task is complete upon (i) completion of the Records 1 Configuration Session and NIBRS Consulting Session 1 and (ii) the earlier of: Customer advises to Hexagon it has completed making its configuration changes to Configuration 1 Elements or the Configuration 1 Period has lapsed.

16. Records Configuration 2

Task Description

This Task is intended to provide the Customer time within the scope of the FOC and Hexagon consulting services to facilitate Customer's configuration of the functionalities identified below ("Configuration 2 Elements").

Following the completion of the Records Configuration 1 Task, the Customer shall begin configuring the Configuration 2 Elements in Records Cloud Program. In making configuration changes, the Customer SMEs should have intrinsic knowledge of and/or access (if written) to the Customer's Business Processes applicable to the Configuration 2 Elements. That information in conjunction with the Configuration Training will help facilitate Customer's configuration of the Configuration 2 Elements in the Records Cloud Program.

Approximately ten (10) Business Days after this Task commences, Hexagon will host a one (1) Day Records Track remote-meeting to: address Customer questions encountered to date in the Configuration 2 Elements and collaboratively develop configuration strategies to address Customer workflows and processes, and otherwise consult with Customer on Records Track configurations ("Records Configuration 2 Session"). As was the case in Records Configuration 1 Task, the Records Configuration Session 2 is intended to occur after the Customer has started making configuration changes to the Configuration 2 Elements in the Records Cloud Program in order to address previously Customer-encountered questions and issues. The Configuration 2 Session is intended only to provide knowledge and hands-on engagement to facilitate the Customer's continued configuration efforts.

After the Records Configuration 2 Session, the Customer shall have ten (10) Business Days to complete configuration of its desired Configuration 2 Elements (the collective ten (10) Business Days allocated for this Task is the "Configuration 2 Period").

Configuration 2 Elements:

- Incident Module
- Incident Supplement Module
- Case Management Module
- Arrest Module
- Juvenile Arrest Module
- Calls for Service Module
- Evidence Module
- Property Module
- Employees
- Field Interviews

By the commencement of the Records 2 Configuration Session, the Customer shall have completed the applicable NIBRS and State IBRS statute table configuration pertaining to the Configuration 2 Elements. This mapping and NIBRS configuration will then be reviewed and discussed during the one (1) day NIBRS Consulting Session 2, which shall take place after the Records Configuration 2 Session.

Task Prerequisites

- The following items must be complete prior to beginning this Task:
    - Completion of Task: Configuration Training.
    - Completion of Task: Records 1 Configuration

Task Assumptions

- Customer SMEs have significant knowledge of and/or access to Customer Business Processes.
- Customer has available at least one (1) SME for Records Configuration 2 Session
- Customer has made some configuration changes prior to the Records 2 Configuration Session.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Conduct the Records Configuration 2 Session; and
- Conduct the NIBRS Consulting Session 2.

Customer Team Participation and Responsibilities

- Customer shall make its desired configurations to the Configuration 2 Elements to the Records Cloud Program within the Configuration 2 Period.
- The Core Team, as applicable, shall attend and participate in the Records 2 Configuration Session.
- The Customer will document the configuration changes it makes to the Records Cloud Program in the Site Configuration Document provided by Hexagon and manage the Site Configuration Document for the duration of the Cloud Term.
- Customer shall have completed the applicable NIBRS and State IBRS statute table configuration pertaining to the Configuration 2 Elements prior to Records Configuration Session 2.

Task Acceptance Criteria

This Task is complete upon (i) completion of the Records 2 Configuration Session and NIBRS Consulting Session 2 and (ii) the earlier of: Customer advises to Hexagon it has completed making its configuration changes to Configuration 2 Elements or the Configuration 2 Period has lapsed.

17. Records Configuration 3

Task Description

This Task is intended to provide the Customer time within the scope of the FOC and Hexagon consulting services to facilitate Customer's configuration of the functionalities identified below ("Configuration 3 Elements"). Configuration 3 Elements include many data elements, but the Customer may elect to configure only a subset of the Configuration 3 Elements and leave other Configuration 3 Elements unconfigured depending on Customer workflows and business processes.

Following the completion of the Records Configuration 2 Task, the Customer shall begin configuring the Configuration 3 Elements (or subset thereof) in Records Cloud Program. In making configuration changes, the Customer SMEs should have intrinsic knowledge of and/or access (if written) to the Customer's Business Processes applicable to the Configuration 3 Elements. That information in conjunction with the Configuration Training will help facilitate Customer's configuration of the Configuration 3 Elements in the Records Cloud Program.

Approximately ten (10) Business Days after this Task commences, Hexagon will host a one (1) Day Records Track remote-meeting to: address Customer questions encountered to date in the Configuration 3 Elements and collaboratively develop configuration strategies to address Customer workflows and processes, and otherwise consult with Customer on Records Track configurations ("Records Configuration 3 Session"). The Records Configuration Session 3 is intended to occur after the Customer has started making configuration changes to the Configuration 3 Elements in the Records Cloud Program in order to address previously Customer-encountered questions and issues. The Configuration 3 Session is intended only to provide knowledge and hands-on engagement to facilitate the Customer's continued configuration efforts.

After the Records Configuration 3 Session, the Customer shall have ten (10) Business Days to complete configuration of its desired Configuration 3 Elements (the collective ten (10) Business Days allocated for this Task is the "Configuration 3 Period"). Completion of this Task also marks the completion of all Configuration Activities. The Customer shall refrain from making any additional configuration changes to the Records Cloud Program upon completion of this Task.

Configuration 3 Elements:

- Accidents
- Accident Supplements
- Citations
- Court Documents
- DUI
- Impound/Tow
- Asset Management
- Training
- Permit/License/Registrations
- BOLO
- Miscellaneous Services
- Missing Person(s)
- Booking and Juvenile Booking
- Alarm
- Group Tracking
- Lineup
- Use of Force
- Vehicle Pursuit

By the commencement of the Records 2 Configuration Session, the Customer shall have completed the applicable NIBRS and State IBRS statute table configuration pertaining to the Configuration 2 Elements. This mapping and NIBRS configuration will then be reviewed and discussed during the one (1) day NIBRS Consulting Session 2, which shall take place after the Records Configuration 2 Session.

Task Prerequisites

- The following items must be complete prior to beginning this Task:
  - Completion of Task: Records 2 Configuration

Task Assumptions

- Customer SMEs have significant knowledge of and/or access to Customer Business Processes.
- Customer has available at least one (1) SME for Records Configuration 3 Session
- Customer has made some configuration changes prior to the Records 3 Configuration Session.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Conduct the Records Configuration 3 Session; and
- Conduct the NIBRS Consulting Session 3.

Customer Team Participation and Responsibilities

- Customer shall make its desired configurations to the Configuration 3 Elements to the Records Cloud Program within the Configuration 3 Period.
- The Core Team, as applicable, shall attend and participate in the Records 3 Configuration Session.
- The Customer will document the configuration changes it makes to the Records Cloud Program in the Site Configuration Document provided by Hexagon and manage the Site Configuration Document for the duration of the Cloud Term.
- Customer shall have completed the applicable NIBRS and State IBRS statute table configuration pertaining to the Configuration 3 Elements prior to Records Configuration Session 3.
-

Task Acceptance Criteria

This Task is complete upon (i) completion of the Records 3 Configuration Session and NIBRS Consulting Session 3 and (ii) the earlier of: Customer advises to Hexagon it has completed making its configuration changes to Configuration 3 Elements or the Configuration 3 Period has lapsed.

18. Federal NIBRS and State IBRS Certification Testing

Task Description

Following implementation of Federal NIBRS and State IBRS and configuration of the Records Cloud Program, the Customer will test the Federal NIBRS and State IBRS validations to confirm the validations meet the applicable certification specifications.

Upon completion of State IBRS Implementation Task, the Customer will commence testing the State IBRS validations to achieve the requisite error rate for certification. During the first ten (10) business days of Customer's NIBRS and State IBRS certification testing ("NIBRS Consulting Period"), Hexagon is available to address questions encountered by the Customer during its efforts. The Customer will be responsible for providing/inputting test data into the Records Cloud Program to facilitate the certification testing. The Customer will report errors encountered to Hexagon through its CRM tool following a testing iteration. Hexagon will address the reported errors and update the Records Cloud Program to address those errors to achieve satisfactory error rate for federal/state NIBRS validation certification. The Customer will provide prompt written notice when it achieves certification.

The Customer acknowledges certain state's testing processes may require extension of the test submission and error resolution Task. Notwithstanding, the Customer shall diligently test and submit test submissions as frequently as reasonable to support an expedited certification.

Task Deliverables
- Certification of NIBRS/State IBRS validations

Task Prerequisites
- The following Tasks or Activities must be complete prior to beginning this Task:
  - State IBRS Implementation Task
  - Customer has provided or entered test data into the Records Cloud program to facilitate certification testing

Task Assumptions
- The Customer will execute testing, which may include multiple iterations, for NIBRS/State IBRS validation certification.
- Except to address errors encountered during certification testing, no new development or additional customizations are included
- The Records Cloud Program can be tested for certification purposes without having completed Cloud Cutover

Hexagon Team Participation and Responsibilities
- Hexagon shall address questions raised by Customer during the NIBRS Consulting Period.
- Hexagon staff will remotely address errors reported by the Customer in its NIBRS/State IBRS testing that prevent achievement of the minimum certification rate.

Customer Team Participation and Responsibilities
- Conduct testing and report any errors back to each parties' representative via Hexagon's CRM tool of errors encountered that prevent achievement of the minimum certification rate
- Prepare and submit NIBRS test submission(s) to FBI and/or State agency

- Coordinate with federal and/or state agencies, as necessary, regarding its test submissions and certification.

Task Acceptance Criteria

This Task is complete at the expiration of the NIBRS Consulting Period.

19. User Acceptance Testing

The objective of this Task is to test the Records Cloud Program (excluding NIBRS and State IBRS, which are tested as part of the preceding Task) following Customer configurations and identify any Blocker Errors.

Following completion of the Configuration of the Records Cloud Program Task and specified Interface Addendum Tasks, the Customer will test the Records Cloud Program to identify Blocker Errors. The UAT will consist of Customer evaluating whether the Records Cloud Program is able to materially achieve the intended outcome set forth in the Specifications with ordinary use. The Customer may also test the integration between Dispatch and Records subject to the Customer conducting testing of Dispatch concurrently with the Customer's testing Activities described in this Task. No other testing or evaluation is contemplated in the FOC Phase of this Project. Functionality: (i) corresponding to a Cloud Application not purchased by Customer or rendered commercially unfeasible or obviated by Customer configurations, shall not be tested and/or be considered an Error. The Customer shall complete UAT within ten (10) Business Days from the latter of: the date the Task Records Configuration 3 is complete or specified Interface Addendum Tasks are complete ("UAT Commencement").

Within one (1) Business Day of the completion of UAT, Customer shall provide the Hexagon Project Manager a written report of any Blocker Errors encountered during UAT ("Blocker Error Report"), if any. For any Blocker Error identified in the Blocker Error Report, the Customer shall provide, at minimum, the following information: the functionality tested when the Blocker Error was encountered, the manner in which the functionality was tested, and the outcome when the functionality was tested. If the Blocker Error Report is not provided to Hexagon within the time allotted, it is presumed UAT was completed without any Blocker Errors, and this Task is complete. The Customer may report Permissive Errors to Hexagon through Hexagon's Customer Resource Management (CRM) system, which will be addressed in accordance with the Master Terms. The existence or Permissive Errors shall not preclude or be a condition of completion of any subsequent Tasks.

Task Prerequisites

The following items must be completed prior to beginning this Task:

- Task: "Records Configuration 3" has been completed
- Interface Addendum Tasks are complete unless expressly stated otherwise in the Interface Addendum.

Task Assumptions

- UAT will consist of only testing the Records Cloud Program against the Specifications corresponding to the Records Cloud Applications identified in the Cloud Program Order.
- Only qualified Customer personnel will conduct UAT. Qualified Customer personnel are considered resources who have completed the online training sessions required up to this point in the Project and reviewed the identified portions of the System Administration Guides in this SOW in the preceding Tasks.
- This Task does not include testing NIBRS and/or State IBRS.
- UAT Testing assumes Customer will conduct Dispatch and Records User Acceptance Testing (see Dispatch SOW) concurrently and only during that timeframe will the Customer test the integration between Dispatch and Records.

Hexagon Team Participation and Responsibilities

- None

Customer Team Participation and Responsibilities

- Customer shall:

- Complete UAT for the Records Cloud Program in the manner described above within ten (10) Days; and
- Provide the Blocker Error Repot within one (1) Business Day following completion of UAT with, at minimum, the details described above.

Task Acceptance Criteria

This Task is complete upon the earlier of: completion of UAT and tendering the Blocker Error Report to Hexagon or six (6) Business Days from UAT Commencement.

20. Address Blocker Errors from UAT

Task Description

During this Task, Hexagon will investigate, troubleshoot, and resolve valid Blocker Errors documented in the Blocker Error Report. Notwithstanding the Task Acceptance Criteria below, which assumes the existence of Blocker Errors, this Task is complete if the Customer does not timely return the Blocker Report or if the Customer reports the absence of any Blocker Errors. Permissive Test Case Failures are addressed and reported in accordance with the Cloud Support Services provisions of the Master Terms.

After receiving the Blocker Error Report, Hexagon will investigate the Blocker Errors identified in the Blocker Error Report to diagnose the source and cause of the Blocker Error. To the extent requested, Customer agrees to promptly respond to requests for additional information regarding the Blocker Error requested by Hexagon. Upon diagnosing the Blocker Error and validating the Error encountered meets the attributes of a Blocker Error, Hexagon resources shall proceed to resolve the Blocker Error and update the Records Cloud Program accordingly. If the investigation determines the reported Blocker Error did not meet the attributes of a Blocker Error then the reported Error will be reclassified in accordance with the levels provided in the Master Terms. Alternatively, if the investigation shows the reported Blocker Error was caused by Customer hardware, Network Infrastructure, or third party software not provided by Hexagon, or non-conformance with Attachment E, then Hexagon will provide such information to the Customer for the Customer to resolve and the Blocker Error 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 to the Records Cloud Program. Once the Blocker Error(s) is addressed, Hexagon will report to Customer the Blocker Error has been addressed and the Customer will have two (2) Business Days to test only the resolution to confirm the resolution efforts addressed the Blocker Error ("Resolution Testing Period")

Upon addressing all Blocker Errors, the Records Cloud Program is a "**Production Ready System.**" A Production Ready System signifies completion of all configuration and testing Tasks.

Task Deliverables

- Response to Blocker Errors

Task Prerequisites

- The following items must be completed prior to beginning this Task:
    - User Acceptance Testing Task

Task Assumptions

- None

Hexagon Team Participation and Responsibilities

- Hexagon technical resource shall investigate and address the Blocker Errors reported on the Blocker Error Report.
- Hexagon will advise Customer once the valid Blocker Errors have been resolved in a manner described above.

County Team Participation and Responsibilities

- A Customer technical member of the Core Team will promptly respond to requests for additional information from Hexagon related to a reported Blocker Error.
- The Customer will test Blocker Error resolution efforts within the Resolution Testing Period.

Task Acceptance Criteria

This Task will be complete when Hexagon has addressed valid Blocker Errors and the Customer has either confirmed the Blocker Errors are resolved or the Resolution Testing Period has lapsed.

21. Report Writing Training

This Task is intended to provide information to Customer SMEs regarding how to produce limited reports from OnCall Records. As a note, the report writing capabilities within OnCall Records are not intended to be comprehensive or provide analytics capabilities. Further analytics and reports writing capability is available with OnCall Analytics for Records (if purchased).

During this one (1) day report writing training session ("Report Writing Training"), a Hexagon resource will provide information to the Customer on how to write reports and extract aggregated data from OnCall Records. The Report Writing Training is provided via a conference call and intended only to provide information to the Customer and it will not result in created reports. The Customer will be responsible for creating any desired reports within OnCall Records, and the creation of which will not impact this Project.

Task Deliverables
- Report

Task Prerequisites
- The following items must be complete prior to beginning this Task:
    - Configuration Training Task is Complete
    - User Acceptance Testing Task is Complete

Task Assumptions
- The Report Training Session only includes information related to generating reports with OnCall Records

Hexagon Team Participation and Responsibilities
- Hexagon shall host the Report Writing Training

Customer Team Participation and Responsibilities
- Customer SME shall participate in the Report Writing Training

Task Acceptance Criteria

This Task is complete at the completion of the Report Writing Training.

22. User Training

Task Description

The objective of this Task is to facilitate the transfer of knowledge and information necessary for the Users to use the Records Cloud Program for its intended purposes.

Appreciating User training is a critical element of the Project, Hexagon has provided specific e-learning for Users. The Customer's Users should view the online training materials to facilitate their respective use of the Records Cloud Program depending upon each resource's intended role and discipline. Should the Customer require more e-learning credentials, those may be separately purchased. The Customer may start User training utilizing e-learning training at any point in the Project. 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, and leveraging the Hexagon online training materials and Documentation to ensure its Users have acquired the necessary knowledge and are in a position to use the Records Cloud Program upon Cloud Cutover. The Customer is solely responsible for training its Users. The Customer shall complete its User Training no later than fifty (50) Business Days after IOC Phase has been completed ("User Training Period"). The Customer is recommended to try and limit the amount of time between individual end user training and Cloud Cutover.

Online Training Courses to be completed during User Training:

- HxGN OnCall Records User Training e-learning course

Task Prerequisites and Assumptions

- The following items must be complete prior to beginning this task:
  - Project Kickoff Meeting Task
  - Instructor-led Train-the-Trainer training completed as described in Attachment I: Additional Services

Hexagon Team Participation and Responsibilities

- None

Customer Team Participation and Responsibilities

- Customer shall disseminate User training materials to its Users
- Customer shall complete User training within the User Training Period

Task Acceptance Criteria

This Task is complete upon the earlier of: (i) the Customer Project Manager reporting the Customer's Users have completed User Training or (ii) the User Training Period has lapsed.

23. Replicate Cloud Environments

Task Description

Up to this point in the Project, the Project has focused on Onboarding, configuring, and testing the Records Cloud Program in the Cloud Development Environment, which was the only Cloud Environment available. Following achievement of a Production Ready System, Hexagon will replicate the Production Ready System in the newly created Staging Environment and Production Environment. This Task is intended to be completed within five (5) Business Days prior to scheduled Cloud Cutover.

Task Deliverables

- Replication of Production Ready System in a Staging Environment and Production Environment

Task Prerequisites

- Achievement of Production Ready System
- Completion of Federal NIBRS and State IBRS Certification Testing Task

Task Assumptions

- This Task is intended to be completed within five (5) Business Days prior to scheduled Cloud Cutover.

Hexagon Team Participation and Responsibilities

- Hexagon resources will replicate the Production Ready System in a Staging Environment and Production Environment
- Coordinate with Microsoft on creating the additional Cloud Environments, as needed

County Team Participation and Responsibilities

- None

Task Acceptance Criteria

This Task is considered complete when Hexagon has replicated the Production Ready System into the Staging Environment and Production Environment.

24. Cutover Plan

Task Description

The Cloud Cutover is a significant event, and this Task is intended to provide the Customer COTS Documentation in the form of a standard Cutover Plan to assist the Customer in preparation for Cloud Cutover.

The Cutover Plan will detail the steps necessary to Cutover the Cloud Program. To ensure Cutover goes as smoothly as possible, the Cutover Plan identifies the events immediately leading up to Cloud Cutover and the type of resource intended to accomplish that Task. The Cutover Plan covers topics including: Customer staffing, movement of equipment into final locations, procedures to report issues, and planned sequence of events for the day of Cloud Cutover. Hexagon's standard Cloud Cutover Plan reflects a standard approach. The Customer may revise the Cutover Plan as it believes appropriate for its agency understanding Hexagon's assigned tasks will not be increased or otherwise modified. Hexagon will provide the standard Cutover Plan at the commencement of UAT to Customer's Project Manager. To the extent the Customer modifies or alters the Cutover Plan, the Customer shall provide it to Hexagon no less than ten (10) Business Days prior to scheduled Cloud Cutover in the then most current Project Schedule.

Task Deliverables

- Standard Cutover Plan

Task Prerequisites

- Completion of all UAT Task Prerequisites
- Completion of Federal NIBRS and State IBRS Certification Testing Task

Task Assumptions

- None

Hexagon Team Participation and Responsibilities

- Hexagon shall provide Customer's Project Manager with Hexagon's standard Cutover Plan

Customer Team Participation and Responsibilities

- Customer shall review the standard Cutover Plan.
- As it believes appropriate, the Customer may tailor the standard Cutover Plan to suit its agency dynamics.
- If the Cutover Plan is modified, the Customer will return its final copy of the Cutover Plan to Hexagon's Project Manager no later than ten (10) Business Days prior to scheduled Cloud Cutover.

Task Acceptance Criteria

Hexagon has completed its obligations under this Task when it has delivered the standard Cutover Plan to Customer's Project Manager.

25. Cloud Program Readiness Review

Task Description

As part of final preparations for Cloud Cutover, Hexagon and the Customer will hold a four (4) hour meeting to verify the teams and the Records Cloud Program are ready for Cloud Cutover ("Cloud Program Readiness Review"). To the extent other types of Cloud Programs will cutover simultaneously with the Records Cloud Program, the Cloud Program Readiness Review will be extended for two (2) hours for each additional type of Cloud Program (e.g. Dispatch Cloud Program and/or Analytics Cloud Program). During the Cloud Program Readiness Review, a Hexagon technical resource, the Hexagon Project Manager, and the Customer Core Team will meet via online conferencing and validate the Cloud Program is ready for Cloud Cutover, confirm and walk through the final Cutover Plan and related Cloud Cutover Activities, and finalize Cloud Cutover preparations.

Task Deliverables

- Hosting of Cloud Program Readiness Review

Task Prerequisites and Assumptions

- All prior Tasks must be completed.
- This meeting will take place remotely via online conferencing and/or conference call.

Task Assumptions

- The Customer has trained all of its Users.
- Customer has notified internal and external stakeholders about pending Cloud Cutover.

Hexagon Team Participation and Responsibilities

- Hexagon shall:
  - Host and facilitate the Cloud Program Readiness Review
  - Address the topics in the Cloud Program Readiness Review
  - Address other Customer questions related to Cloud Cutover

Customer Team Participation and Responsibilities

- The Core Team, and applicable members of Customer's training cadre (if formed) will attend and participate in the Cloud Program Readiness Review

Task Acceptance Criteria

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

26. Cloud Cutover

Task Description

Cloud Cutover reflects the culmination of all the Tasks in this SOW and reflects the point at which the Customer first uses the Records Cloud Program in a live environment and for its primary purpose.

The Parties shall execute the Cutover Plan, as practical, as part of Cloud Cutover. During this Task, a Hexagon technical resource will remotely support the Customer's transition of the Cloud Program into production use, Cloud Cutover, and perform, as practical, Hexagon's responsibilities reflected in the Cloud Cutover Plan. The Hexagon resource will be remotely available via telephone and electronic communications the Day immediately prior to Cloud Cutover, the day of Cloud Cutover, and the Day immediately following Cloud Cutover (i.e. the Hexagon resource is available for a total of twenty-four (24) hours during three consecutive Days) ("Cloud Cutover Support Period"). At times where the Hexagon resource is not otherwise available and after the Project is complete, the Customer shall contact Hexagon in accordance with the Cloud Services Support provisions of the Master Terms.

It is possible Tasks and Activities specified in Attachments H and I will be performed following Cloud Cutover. If that situation is intended, such circumstances are expressly set forth in those respective Attachments in connection with the Tasks and Activities to be performed.

Task Deliverables

- Use of the Cloud Program in Production Environment for normal operations

Task Prerequisites

- All prior Tasks must be completed (excluding those Tasks and Activities expressly specified otherwise in Attachments H and I).

Task Assumptions

- Hexagon and the Customer agree Cloud Cutover can proceed.
- Cutover will take place on the Day and time specified in the Cutover Plan

Hexagon Team Participation and Responsibilities

- Hexagon shall provide a technical resource remotely to support Customer's Cloud Cutover during the Cloud Cutover Support Period

Customer Team Participation and Responsibilities

- Customer shall:
  - Ensure availability of trained Users
  - Ensure availability of Core Team during Cloud Cutover activities
  - Ensure availability of all third-party vendors impacted by the Cloud Cutover
  - Ensure availability of all IT disciplines necessary to immediately address issues as necessary
  - Ensure availability of member(s) of the training cadre (if formed) during all shifts

Task Acceptance Criteria

This Task is complete upon Cloud Cutover of the Records Cloud Program and completion of the Cloud Cutover Support Period.

11.   TERMS OF PAYMENT

The payment milestones percentages below are only for the Cloud Consulting Services Order (including Perpetual Licenses and first year maintenance thereon) described in this SOW. The milestones are exclusive of any other SOW comprising this Order. Payment milestone associated with those SOW(s) shall be addressed therein. First year maintenance for Perpetual Licenses will begin upon Cutover.

PAYMENT MILESTONE	PAYMENT (%)
Upon Completion of Task: IOC Credentials Meeting	$200,049.88
Upon Completion of Task: Cloud Cutover	$200,049.88

The fees associated with the Cloud Program Order (Cloud Program Fees and payments due for Subscription Licenses (if any)) in the amount of **$202,715.16** in accordance with the attached Quote, shall be collectively due at the completion of the IOC Credentials Meeting and are not included in the milestones above.

ATTACHMENT A: INITIAL PROJECT SCHEDULE

[following this page]

ID	Task Name	Business Days Since Start	Duration	Resource Names
1	**Records Cloud Program**	**0 days**	**323 days**	
2	**IOC Phase**	**0 days**	**23.5 days**	
3	**Project Start**	**0 days**	**10.5 days**	
4	Project Start date	69 days	0 days	
5	Hexagon delivers updated Initial Project Schedule and Preparation for Kickoff Meeting	69 days	0.5 days	HxGN Project Manager
6	Customer reviews updated Initial Project Schedule	69.5 days	10 days	Customer
7	**Project Kickoff Meeting**	**0 days**	**2.75 days**	
8	**Hexagon hosts Project kickoff meeting**	**2.5 days**	**0.5 days**	
9	GPC Participation	71.5 days	0.5 days	HxGN Cloud Implementer, HxGN Cloud Project Manager
10	BU Participation	71.5 days	0.5 days	HxGN Project Manager, HxGN Records Implementer
11	Hexagon delivers Access to Online Training Materials	72 days	0 days	HxGN Project Manager
12	Hexagon delivers Interface Worksheets (if applicable)	72 days	0 days	HxGN Project Manager
13	Hexagon delivers Project Schedule to Customer	74 days	0.25 days	HxGN Project Manager
14	**Creation of Cloud Environment**	**0 days**	**2.5 days**	
15	Hexagon creates Development Environment	79.25 days	2 days	HxGN Cloud Ops
16	Hexagon creates Customer users in Azure AD	79.25 days	0.25 days	HxGN Cloud Ops
17	Hexagon Onboards Hexagon Data Set	81.25 days	0.5 days	HxGN Cloud Implementer
18	**IOC Testing**	**0 days**	**3 days**	
19	Hexagon executes IOC Scenarios	81.75 days	1 day	HxGN Cloud Ops
20	Hexagon addresses any Blocker Errors	82.75 days	2 days	HxGN Cloud Dev Teams
21	Hexagon provides written confirmation regarding System Testing	84.75 days	0 days	HxGN Project Manager
22	Hexagon delivers Credentials/License Keys	84.75 days	0 days	HxGN Project Manager
23	**OnCall Records Overview**	**0 days**	**2.5 days**	
24	Preparation for OnCall Records Overview and Onboarding Overview	85.75 days	1 day	HxGN Records Implementer
25	Hexagon hosts OnCall Records Overview	87.25 days	1 day	HxGN Records Implementer
26	**OnCall Records Map Overview**	**0 days**	**1 day**	
27	Hexagon hosts Map Overview	88.25 days	1 day	HxGN GIS
28	**IOC Training**	**0 days**	**20 days**	
29	Customer Core Team Completes IOC Training	72 days	20 days	Customer

30	Hexagon hosts IOC Training Check Point Meeting (1)	82 days	0.25 days	HxGN Project Manager, HxGN Records Implementer
31	Hexagon hosts IOC Training Check Point Meeting (2)	84.25 days	0.25 days	HxGN Project Manager, HxGN Records Implementer
32	Hexagon hosts IOC Training Check Point Meeting (3)	86.5 days	0.25 days	HxGN Project Manager, HxGN Records Implementer
33	Hexagon hosts IOC Training Check Point Meeting (4)	88.75 days	0.25 days	HxGN Project Manager, HxGN Records Implementer
34	Customer reports IOC Training Compliance	92 days	0 days	Customer
35	**IOC Credentials Meeting**	**0 days**	**0.5 days**	
36	**Hexagon hosts Credentials Delivery Meeting**	**23 days**	**0.5 days**	
37	GPC Participation	92 days	0.5 days	HxGN Cloud Project Manager
38	BU Participation	92 days	0.5 days	HxGN Project Manager
39	Hexagon delivers Credentials/License Keys	92 days	0 days	HxGN Project Manager
40	**FOC Phase**	**0 days**	**303.75 days**	
41	**Business Process Session**	**0 days**	**2 days**	
42	Customer collects materials and information for Business Process Session	95 days	0 days	Customer
43	Hexagon hosts the Business Process Session	95 days	2 days	HxGN Records Implementer
44	**Map Consulting Session**	**0 days**	**17 days**	
45	Hexagon hosts Map Consulting Session	97 days	2 days	HxGN GIS
46	Customer completes Map Data Worksheet and Provides Map Shape Files to Hexagon	101 days	3 days	Customer
47	Customer configure Esri Maps	104 days	10 days	Customer
48	**Onboarding Data Collection and Validation**	**0 days**	**14.25 days**	
49	Customer completes the Onboarding Worksheet	88.25 days	5 days	Customer
50	**Hexagon hosts Build Consulting Meeting**	**13 days**	**1 day**	
51	GPC Participation	92.25 days	1 day	HxGN Cloud Implementer, HxGN Cloud Project Manager
52	BU Participation	92.25 days	1 day	HxGN Project Manager, HxGN Records Implementer
53	Hexagon validates Customer provided Onboarding Worksheet	93.25 days	1 day	HxGN Cloud Implementer
54	**Hexagon reports to Customer any issues with Onboarding Worksheet**	**15 days**	**0.25 days**	
55	GPC Participation	94.25 days	0.25 days	HxGN Cloud Implementer

56	BU Participation	94.25 days	0.25 days	HxGN Project Manager
57	Customer addresses Onboarding Worksheet issues	94.5 days	5 days	Customer
58	Hexagon conducts Second Validation of Onboarding Worksheet	99.5 days	3 days	HxGN Cloud Implementer
59	Hexagon notifies Customer Customer Data has been Onboarded	102.5 days	0 days	HxGN Project Manager
60	**Server Configuration**	**34.25 days**	**6 days**	
61	Hexagon configures the Address Server	104 days	1 day	HxGN Cloud Implementer
62	Hexagon deploys VM to Report Server	105 days	1 day	HxGN Cloud Implementer
63	Hexagon Configures Report Server	106 days	2 days	HxGN Cloud Implementer
64	Hexagon installs and sets up CADLink (if Customer has purchsed OnCall Dispatch only)	108 days	2 days	HxGN Cloud Implementer
65	**Configuration Training**	**0 days**	**17 days**	
66	Customer Core Team completes Configuration Training via Online Learning	97 days	8 days	Customer
67	Customer confirms Esri Map is Ready	114 days	0 days	Customer
68	**Report Writing Training**	**0 days**	**2 days**	
69	Hexagon prepares for Report Writing Training	106 days	1 day	HxGN Records Implementer
70	Hexagon hosts Report Writing Training	107 days	1 day	HxGN Records Implementer
71	Project Code Development Published	333 days	2 days	
72	**NIBRS Deployment**	**0 days**	**6 days**	
73	Federal NIBRS Product Deployed to Cloud	335 days	2 days	HxGN Cloud Ops
74	State NIBRS Validations Deployed to Cloud (may take longer if State IBRS has to be developed)	337 days	3 days	HxGN Cloud Ops
75	Deploy NIBRS client	340 days	1 day	HxGN Cloud Ops
76	**NIBRS Configuration Overview**	**0 days**	**1 day**	
77	Preparation for NIBRS Configuration Overview	341 days	0.5 days	HxGN Records Implementer
78	Hexagon hosts NIBRS Configuration Overview	341.5 days	0.5 days	HxGN Records Implementer
79	**Records Configuration 1**	**0 days**	**242 days**	
80	Customer completes Configuration 1 Elements	105 days	10 days	Customer
81	Customer completes NIBRS and Statute Tables Configuration (if applicable)	342 days	5 days	Customer
82	Hexagon hosts Records Configuration 1 Session	110 days	1 day	HxGN Records Implementer
83	Hexagon hosts NIBRS Consulting Session for Records	111 days	1 day	HxGN Records Implementer
84	**Records Configuration 2**	**0 days**	**10 days**	
85	Customer completes Configuration 2 Elements	115 days	10 days	Customer

86	Customer completes NIBRS Configuration for Config 2	115 days	5 days	Customer
87	Hexagon hosts Records Configuration 2 Session	120 days	1 day	HxGN Records Implementer
88	Hexagon hosts NIBRS consulting Session of Records Config 2 Elements	121 days	1 day	HxGN Records Implementer
89	**Records Configuration 3**	**0 days**	**16 days**	
90	Customer completes Configuration 3 Elements	125 days	10 days	Customer
91	Customer completes NIBRS Configuartion for Config 3	125 days	5 days	Customer
92	Hexagon hosts Records Config 3 Session	140 days	1 day	HxGN Records Implementer
93	Hexagon hosts NIBRS Consulting Session of Records Config 3 Elements	130 days	1 day	HxGN Records Implementer
94	**Mobile Track Configuration**	**0 days**	**20 days**	
95	Customer completes Mobile configurations	115 days	20 days	Customer
96	Hexagon hosts Mobile Configuration Session	125 days	0.5 days	HxGN Records Implementer
97	**NIBRS Certification Testing**	**0 days**	**50 days**	
98	Customer conducts testing of NIBRS and State IBRS Validations for Certification	342 days	10 days	Customer
99	Hexagon addresses errors for NIBRS and State IBRS Certification	352 days	40 days	HxGN Records Implementer[50%]
100	**User Acceptance Testing (UAT)**	**0 days**	**11 days**	
101	Customer executes User Acceptance Testing	335 days	10 days	Customer
102	Customer Provides Blocker Error Report (if any)	345 days	1 day	Customer
103	**Address Blocker Errors from UAT**	**0 days**	**13 days**	
104	**Hexagon Addresses Blocker Errors**	**72 days**	**10.5 days**	
105	Investigate, Troubleshoot, & Resolve Blocker Errors reported from UAT	346 days	10 days	HxGN Records Implementer[50%]
106	Update Customer Cloud Environment	356 days	0.5 days	HxGN Cloud Ops
107	Customer retest resolved Blocker Errors	357 days	2 days	Customer
108	**User Training**	**0 days**	**50 days**	
109	Customer conducts User Training	93 days	50 days	Customer
110	Hexagon available to address Training Questions	93 days	50 days	HxGN Records Implementer[8%]
111	**Replicate Cloud Environments**	**0 days**	**1 day**	
112	Hexagon Replicates Development Environment into Purchased Environments	359 days	1 day	HxGN Cloud Ops
113	**Cutover Plan**	**0 days**	**11.25 days**	
114	Hexagon provides standard Cutover Plan	346 days	0.25 days	HxGN Project Manager
115	Customer reviews Cutover Plan	346.25 days	10 days	Customer
116	Customer provides feedback of Cutover Plan to Hexagon	356.25 days	1 day	Customer

117	**Cloud Program Readiness Review**	**0 days**	**0.75 days**	
118	**Cloud Program Readiness Review Preparation**	**102 days**	**0.25 days**	
119	GPC Participation	362 days	0.25 days	HxGN Cloud Project Manager, HxGN Cloud Ops
120	BU Participation	362 days	0.25 days	HxGN Project Manager, HxGN Records Implementer
121	**Hexagon hosts Cloud Readiness Review**	**102.25 days**	**0.5 days**	
122	GPC Participation	362.25 days	0.5 days	HxGN Cloud Project Manager
123	BU Participation	362.25 days	0.5 days	HxGN Project Manager, HxGN Records Implementer
124	**Cloud Cutover**	**0 days**	**3 days**	
125	**Hexagon provides Cloud Cutover Support**	**0 days**	**3 days**	
126	GPC Participation	365 days	3 days	HxGN Cloud Implementer, HxGN Cloud Ops
127	BU Participation	365 days	3 days	HxGN Project Manager, HxGN Records Implementer
128	Cloud Cutover	366 days	1 day	Customer

ATTACHMENT B: TRAINING COURSES CURRICULUM

The following is a list of HxGN OnCall Records E-Learning courses offered by Hexagon:

- HxGN OnCall Records Admin – cloud (HXTC003)
- HxGN OnCall Records User – cloud (HXTC004)

ATTACHMENT C: GLOSSARY OF TERMS

Capitalized terms within the SOW are defined as follows:

"Analytics Cloud Program" means a certain Cloud Program that pertains only to OnCall Analytics.

"Blocker Error" means a Level One Error.

"CJIS" means the Criminal Justice Information Services Security Policy version number 5.9 formally published by the Federal Bureau of Investigation, Criminal Justice Information Services Division.

"Cloud Consulting Services Order" means this Order for Cloud Consulting Services related to the Cloud Applications identified in the Cloud Program Order

"Cloud Program Order" means that certain Order, which identifies the Cloud Applications and Cloud Term, executed simultaneously with this Order. For purposes of clarity, the Cloud Program Order is separate and distinct from the Cloud Consulting Services Order even if they are documented in the same Quote.

"Common Terms Glossary" means that certain collection of defined terms set forth at the link: https://www.hexagonsafetyinfrastructure.com/-/media/Legal/Hexagon/SI/TPS/CTG 08-2020.pdf

"Core Team" means those certain Customer resources as described in Section 6.

"COTS Interfaces" means those Interfaces specifically identified in in the Interface Addendum (if any),

"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 Interface(s) specifically identified in the Interface Addendum (if any)

"Cutover Plan" means a document reflecting the Activities and actions necessary to complete Cloud Cutover

"Day" means a calendar day.

"Dispatch Cloud Program" means the collection of Cloud Applications, that pertains only to OnCall Dispatch, including but not limited to, OnCall Dispatcher, OnCall Calltaker, OnCall Viewer, OnCall Mobile Unit, and OnCall Mobile Responder

"FIPS" means Federal information processing standards, which describe document processing, encryption, and other information technology standards for government contractors.

"GIS" means geographic information system

"Initial Project Schedule" means the initial iteration of the Project Schedule, which is contained in Attachment A 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 based upon the requirements set forth in the Interface Addendum.

"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.

"Law" means the agency(ies) of Customer that are primarily oriented towards statutory and regulatory code enforcement and service.

"NCIC" means the National Crime Information Center.

"Network Infrastructure" means the provision of adequate network and internet connectivity to provide sufficient operational bandwidth for the operation of the Cloud Program in a manner consistent with the Product System Specifications together with all industry-standard network security, monitoring, and protection.

"**Permissive Errors**" means a substantially failed Test Case that would correspond to a Level Two, Level Three or Level Four Error (as defined in the HelpDesk website) if the Defect occurred in a live environment.

"Production Ready System" means the earlier of: the point at which the Customer is either satisfied with the testing results for the Cloud Program or the resolution of all Blocker Errors reporting during UAT.

"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 Start" means the date following mutual acceptance of the Cloud Consulting Services Order on which Hexagon communicates to the Customer the Project shall commence.

"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.

"Records Cloud Program" means a certain Cloud Program that pertains only to OnCall Records.

"Site Configuration Document" means a document reflecting the configurations made to the System.

"Specifications" means those certain capabilities and functionalities as explicitly expressed in Attachment G: Technical Matrix and the then current OnCall Records User Guide. To the extent there is any ambiguity as to the interpretation or meaning of a Specification, the actual functionality exhibited in the COTS Software shall control.

"Standard Interfaces" means those Interfaces specifically identified in the Interface Addendum (if any).

"State IBRS" means that Incident Based Reporting System used by the State having jurisdiction over the Customer. State IBRS shall be reasonably based upon Federal NIBRS and expressly is not UCR based.

"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 by Hexagon.

"Updated Initial Project Schedule" means the Initial Project Schedule updated by the Parties' Project Managers during Project Initiation Task and reflecting the actual Project Start and any additional purchases made by Customer included within this Project.

"VPN" means virtual private network.

ATTACHMENT D: 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 E: CLOUD APPLICATION SYSTEM REQUIREMENTS

[following this page]

ATTACHMENT F: IOC TEST SCENARIOS

The following is a list of the test scenarios that will be executed to confirm that the Records Cloud Program Development Environment is stable and ready for customer use:

Inbox

- Display, create, edit, and delete Messages of various types
- Display My Tasks in the Inbox
- Open a record and execute the workflow process

Field Interview Reporting and Incident Creation

- Add and edit a Field Interview record
- Create and edit an Incident from the Field Interview record

Case Management

- Create a Task
- Reassign a Task
- Log work for a Task
- Update a Task status
- Delete a Task

ATTACHMENT G: TECHNICAL MATRIX

[following this page]

	Comments
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Section 1 - RMS General System Requirements	
1.1 Design and User Interface Requirements	
The OnCall Records solution shall provide the capability to add Hexagon developed modules in the future.	
The OnCall Records solution shall utilize a Relational Database Management System (RDBMS).	
The OnCall Records solution shall support either Oracle 12C or Microsoft SQL Server 2012/2014/2016 Databases.	
The OnCall Records solution shall support a Master Module approach to storing Names/Businesses, Locations, and Vehicles.	
The OnCall Records solution is a web-based application that utilizes Internet Explorer.	
The OnCall Records solution is a web-based application that utilizes Mozilla Firefox.	
The OnCall Records solution is a web-based application that utilizes Google Chrome.	
The OnCall Records solution shall refactor browser screens to accommodate display on devices as small as a tablet.	
The OnCall Records solution is a browser-based application that does not utilize client installation files, ActiveX controls, or Java Applets locally.	
The OnCall Records solution shall be capable of presenting valid choices in a pull-down menu that can be updated by the System Administrator.	
The OnCall Records solution shall validate entered codes against the appropriate code table upon selecting the Save function. If the code does not validate, an error message displays and the entry is not saved.	
The OnCall Records solution shall be capable of notifying the user that a required form field is null, upon saving the record.	
The OnCall Records solution shall be capable of allowing the Department to add custom fields in a module.	
The OnCall Records solution shall be capable of allowing the agency system administrator to configure custom fields without intervention from Hexagon Safety and Infrastructure.	
The OnCall Records solution shall be capable of allowing the agency system administrator to add the following field types:	
alpha numeric	
numeric	
date	
The OnCall Records solution shall be capable of allowing the agency system administrator to configure pull-down menu fields.	
The OnCall Records solution shall be capable of allowing the agency system administrator to add text fields.	
The OnCall Records solution shall be capable of underlining narrative field misspelled words in red.	
The OnCall Records solution shall be capable of utilizing the spell check feature.	
The OnCall Records solution shall be capable displaying a visual notification that a word is incorrectly spelled in a Narrative.	
The OnCall Records solution shall be capable of capturing narrative text up to 4,000 characters.	
The OnCall Records solution shall be capable of exporting data from a search return into Microsoft Excel format.	
The OnCall Records solution shall be capable of exporting data from a search return into Delimited Text Format comma delimited format.	
The OnCall Records solution shall be capable of exporting data from a search return into PDF format.	
The OnCall Records solution shall be capable of exporting data from a search return into XML format.	
The OnCall Records solution shall contain a search screen function for each module.	
The OnCall Records solution shall be capable of searching attachments based on Primary or Secondary images.	
The OnCall Records solution shall be capable of searching attachments based on Image Type (Mugshot, Tattoo, or Evidence)	
The OnCall Records solution shall be capable of searching attachments based on Submitted, Created, or Linked Dates/Times.	
The OnCall Records solution shall be capable of searching attachments based on Module name.	
The OnCall Records solution shall be capable of searching attachments based on Image Description.	
The OnCall Records solution shall be capable of searching MO (Modus Operandi) data included in the Master Name module.	
The OnCall Records solution shall be capable of searching MO (Modus Operandi) data included in the Incident module.	
The OnCall Records solution shall be capable of searching MO (Modus Operandi) for Suspect-linked Names.	
The OnCall Records solution shall be capable of searching MO (Modus Operandi) based on the following information:	
• Entry Point, Entry Type, Entry Method and Entry Area	

• Exit Point	
• Action on Victim, Premise and Other (allows multiples)	
• Property Target and Target Area at Scene	
• Circumstances	
• Solicitations	
• Victim Target	
• Time of Day	
• Weapons	
• Arson Information	
• District	
• Person Demographics (Sex, Race, Hair Color & Length, Eye Color, Build, Complexion, Facial Hair & Color, Ethnicity)	
• Age Range	
• Weight Range	
• Height Range	
• Incident Information	
• Status	
• Offense Type	
• Date/Time Ranges	
• Situation Found/Incident Disposition	
The OnCall Records solution shall be capable of supporting the '*' search wildcard in master names, and narrative.	
1.2 Multi-Agency Requirements	
The OnCall Records solution shall be capable of supporting multiple agencies within a single database.	
The RMS shall provide the capability to share modules between agencies in a read-only mode.	
The RMS shall provide the capability to restrict access to modules shared between agencies.	
The OnCall Records shall provide the capability for agencies to maintain separate report numbers for each agency.	
The OnCall Records shall provide the capability for each individual agency to maintain its own ORI for State and Federal reporting standards.	
The OnCall Records shall provide security settings that allow a new or existing user to be designated to an agency.	
The OnCall Records shall provide the flexibility to interface with different CAD systems.	
The OnCall Records shall provide the capability to add new agencies to the system after the initial agency goes live.	
1.3 Workflow Management Requirements	
The OnCall Records shall provide a Workflow Utility that allows a Department, to document approval workflow paths for RMS modules with Hexagon assistance.	
The OnCall Records shall provide the capability for a user, upon logging in, to view any outstanding workflow items awaiting their action.	
The OnCall Records solution shall be capable of allowing the agency system administrator to document an approval workflow, that is implemented by Hexagon, for the following modules:	
• Incident Module	
• Juvenile Contact Module	
• Arrest Module	
• Accident Module	
• Field Interview Module	
• Accident Supplement Module	
• Booking Module	
• Incident Supplement Module	
1.4 Multi-Media Management Requirements	
The OnCall Records shall provide the capability to attach images with records in supported modules.	

The OnCall Records shall provide the capability to attach video and audio files with records in supported modules.	
The OnCall Records shall provide the capability to attach JPG, BMP, GIF, MPEG, AVI, MP3, and WAV files with supported records from each supported module.	
The OnCall Records shall provide the capability to apply security permission group constraints to stored multi-media files	
The OnCall Records shall provide the capability to attach image or multi-media field from a local file location or networked file location.	
1.5 Document Management Requirements	
The OnCall Records solution shall provide the capability for each supported module, to attach documents to records. This includes scanned images, Word documents, and Excel files.	
The OnCall Records solution provides the capability for Documents to be scanned in and attached to supported OnCall Records records via a local or networked scanning device.	
The OnCall Records solution provides the capability to display Attachments that are attached to supported records within the system. Attachment viewing can be controlled through privileges based on defined attachment type definitions by module.	
The OnCall Records solution Attachment functionality supports the capability to add attachments from a local file location or networked file location.	
The OnCall Records solution shall provide the capability to store document files associated with supported records in the database to ensure security permission group constraints are applied by attachment type but not file type.	
1.6 Records of Interest/Alerts Requirements	
The OnCall Records solution shall provide the capability to define an Alert on supported Modules within the OnCall Records system.	
The OnCall Records solution shall provide the capability to allow an agency to define Alert notifications in supported modules.	
The OnCall Records solution shall provide the capability to configure an Alert with an effective date end.	
The OnCall Records solution shall provide the capability to display an Alert notification with notes to the user.	
The OnCall Records solution provides the capability for Alerts to be configured to provide a "blind" notification. Blind notifications can send a notification to the Alert creator without notifying the user that accesses or linked the record.	
The OnCall Records solution provides the capability for Alert notifications to also be sent via Email via SMTP server. This feature permits the capability to send to a wireless email account outside of RMS stored email address.	
The OnCall Records solution provides the capability for Automated Alerts and Notifications within the system. Upon updating or editing information within a record, a user or group of users should be notified within the RMS application but also via email, based on agency configurations	
1.7 Web Service Oriented Architecture and Interface Framework	
The OnCall Records shall provide the capability to support for web services, and message switch interfacing.	
The OnCall Records shall provide a OnCall Records API for all interface business component objects development	
The OnCall Records shall support interfaces via the provided API.	
The OnCall Records shall provide a query API that can be used to embed pre-defined queries against the RMS database into external applications.	
Section 2 - RMS System Administration	
2.1 Customization Requirements	
The OnCall Records System Administrator is able to create code tables with valid begin and end dates.	
The OnCall Records System Administrator is able to create and edit allowable code values directly from the screen and field that uses the drop down list of codes.	
The OnCall Records System Administrator is able to establish codes within tables as "inactive" for codes that are no longer active for end-users, via an administrative user GUI tool using a begin and end date.	
The OnCall Records solution provides the cabability for setting a code as "inactive" that does not corrupt historical data records for reporting purposes by using the codes begin and end date fields.	
The OnCall Records System Administrator has the capability to customize the RMS by changing the titles of the fields on the screen to titles that the Department commonly uses via an administrative user UI Customization tool.	

The OnCall Records System Administrator has the capability to customize the RMS by hiding unwanted/unused fields or setting required fields to "required" via an administrative user UI customization tool	
The OnCall Records System Administrator has the capability to customize and add agency specific data fields within the delivered RMS Modules via an administrative user GUI tool	
The OnCall Records System Administrator has the capability to customize and add agency Custom Screens within the delivered RMS Modules via an administrative user GUI tool	
The OnCall Records System Administrator has the capability to customize the RMS by changing the titles of the fields on the address information to match agency address identifiers (for example, Beat, Reporting District, Neighborhood Watch).	
The OnCall Records System Administrator has the capability to set and/or reset sequence numbers in the database for record numbers.	
2.2 User Management and Security Requirements	
The OnCall Records provides a high level of security. This includes passwords that permit designation of access by defined roles/groups.	
The OnCall Records Security System enforces user names and passwords.	
The OnCall Records Security System enables the System Administrator to establish a number of user permission groups.	
The OnCall Records security system provides module access security	
The OnCall Records provides the capability for locking of individual module records for security	
The OnCall Records security system provides module level security.	
The OnCall Records provides an easy-to-use, GUI-based utility for use by the System Administrator to establish user accounts, user permission groups, and security access privileges.	
The OnCall Records provides the capability for users to change passwords.	
The OnCall Records provides the capability for the use of encrypted password.	
The OnCall Records shall provide system security capability to the System Administrators to assign Read, Read/Write, and Read/Write/Delete privileges for each OnCall Records user.	
The OnCall Records System Administrator has the capability to set user passwords to expire.	
The OnCall Records System Administrator has the capability to set the number of failed logon attempts before locking the user record	
The OnCall Records System Administrator has the capability to set user password renewal at first logon for new users.	
The OnCall Records System Administrator has the capability to set the minimum and maximum length of passwords.	
The OnCall Records System Administrator has the capability to set the number of previous passwords that can not be re-used.	
The OnCall Records System Administrator has the capability to require passwords to contain a special character (such as, %, $, #, @, for example).	
The OnCall Records System Administrator has the capability to require passwords to contain a combination of letters and numbers.	
The OnCall Records System Administrator has the capability to require passwords to contain a combination of letters, numbers and special characters.	
2.3 Auditing Requirements	
The OnCall Records solution provides a provides an Audit Trail Utility.	
The OnCall Records software provides an Auditing Utility that enables an Agency to capture and store information on records that have been created. The following transactions is captured in the audit trail:	
• Delete	
• Insert	
• Logon	
• Logoff	
• Save	
• Update	
• View	
• Login Failure	
• Update	

• Datasheet	
• Password Change	
• Password Change Failure	
The OnCall Records solution provides a Audit Log Search utility that enables a user to enter multiple or singular search criteria to perform Audit Log searches. The search criteria includes Type, Tables, Record ID, User ID, and Date or Date Ranges.	
The OnCall Records solution Audit Log captures the following action information:	
• Date/Time of Change	
• Action Type	
• Old Value	
• New Value	
• Field	
• User ID	
• Record ID	
• IP Address	
• Table	
Section 3 - Modules	
3.1 Principle Modules	
The OnCall Records solution shall provide an Accident module.	
The OnCall Records solution shall provide an Alarms (Registration and Billing) module.	
The OnCall Records solution shall provide an Asset Management module.	
The OnCall Records solution shall provide a B.O.L.O. (APB) module.	
The OnCall Records solution shall provide a Booking module.	
The OnCall Records solution shall provide a Calls For Service (CAD Data) module.	
The OnCall Records solution shall provide a Case Management (Investigations) module.	
The OnCall Records solution shall provide a Citation module.	
The OnCall Records solution shall provide a Court Document module.	
The OnCall Records solution shall provide an Evidence module.	
The OnCall Records solution shall provide a Field Interview module.	
The OnCall Records solution shall provide a Group (Gang Tracking) module.	
The OnCall Records solution shall provide a Permit/License module.	
The OnCall Records solution shall provide an Impound/Tow module.	
The OnCall Records solution shall provide an Incident module.	
The OnCall Records solution shall provide an Incident Supplement module.	
The OnCall Records solution shall provide an Inmate Tracking module.	
The OnCall Records solution shall provide a Juvenile Booking module.	
The OnCall Records solution shall provide a Juvenile Contact (Arrests) module.	
The OnCall Records solution shall provide a Juvenile Document module.	
The OnCall Records solution shall provide a Lineup module.	
The OnCall Records solution shall provide a Master Location module.	
The OnCall Records solution shall provide a Master Name module.	
The OnCall Records solution shall provide a Master Vehicle module.	
The OnCall Records solution shall provide a Miscellaneous Service module.	
The OnCall Records solution shall provide a Missing Person module.	
The OnCall Records solution shall provide an Employee module.	
The OnCall Records solution shall provide a Property module.	
The OnCall Records solution shall provide a Training module.	
The OnCall Records solution shall provide a Use of Force module.	

The OnCall Records solution shall provide a Vehicle Pursuit module.	
The OnCall Records solution shall provide a Crime Scene module.	
The OnCall Records solution shall provide a DUI module.	
The OnCall Records solution shall provide the capability to support UCR reporting.	
The OnCall Records solution shall provide the capability to support NIBRS (Federal) reporting.	
3.2 Accident	
The OnCall Records solution shall provide the capability to update the following fields:	
• Accident Severity	
• Accident Class	
• EMS Arrival Time and provider	
The OnCall Records solution shall provide the capability to update the Accident record Parties properties with Injuries.	
The OnCall Records solution shall provide the capability to record Witness properties for an Accident record.	
The OnCall Records solution shall provide the capability to generate an Accident Summary data sheet.	
The OnCall Records solution shall provide the capability to link Incident records to an Accident record.	
The OnCall Records solution shall provide the capability to record Vehicle properties for an Accident record.	
The OnCall Records solution shall provide the capability to link Citation records to an Accident record.	
The OnCall Records solution shall provide the capability to link Name records to an Accident record.	
The OnCall Records solution shall provide the capability to link Miscellaneous Service records to an Accident record.	
The OnCall Records solution shall provide the capability to record Contributing Curcumstances properties.	
The OnCall Records solution shall provide the capability to record Harmful Events properties.	
The OnCall Records solution shall provide the capability to attach the following to an Accident record:	
• image	
• drawing	
• audio file	
• video file	
The OnCall Records solution shall provide the capability to record Document Distribution Log properties for an Accident record, including the following:	
• document type	
• person sending	
• person receiving	
• dates/times	
• sent address	
The OnCall Records solution shall provide the capability for simultaneous multiple search criteria input in the Accident module search dialog.	
The OnCall Records solution shall provide the capability to record Officers properties for an Accident record.	
The OnCall Records solution shall provide the capability to record Scene Conditions properties for an Accident record.	
The OnCall Records solution shall provide the capability to record Fixed Objects Struck properties for an Accident record.	
The OnCall Records solution shall provide the capability to record Narratives properties for an Accident record.	
The OnCall Records solution shall provide the capability to record Accident Supplement properties for an Accident record.	
The OnCall Records solution shall provide the capability to record Activity Log properties for an Accident record.	Met with creation of custom fields
The OnCall Records solution shall provide the capability to link Related Accidents records to an Accident record.	
The OnCall Records solution shall provide the capability to link Arrest records to an Accident record.	
The OnCall Records solution shall provide the capability to link records to an Accident record.	
The OnCall Records solution shall provide the capability to link B.O.L.O. records to an Accident record.	
The OnCall Records solution shall provide the capability to link Case Management records to an Accident record.	
The OnCall Records solution shall provide the capability to link DUI records to an Accident record.	

The OnCall Records solution shall provide the capability to link Vehicle Pursuit records to an Accident record.	
The OnCall Records solution shall provide the capability to link Evidence records to an Accident record.	
The OnCall Records solution shall provide the capability to link Crime Scene records to an Accident record.	
3.3 Alarms	
The OnCall Records solution shall provide the capability to capture Alarm data where Registrant Type is Residential.	
The OnCall Records solution shall provide the capability to capture Alarm data where Registrant Type is Business.	
The OnCall Records solution shall provide the capability to designate the Alarm Monitoring Type at a Location for Alarm Events.	
The OnCall Records solution shall provide the capability to allow the agency system administrator to add an entry to the Alarm Monitoring Type drop down menu.	Met with creation of custom fields
The OnCall Records solution shall provide the capability to link an Alarm record to a Master Location record via the Master Name record.	Met with creation of custom fields
The OnCall Records solution shall provide the capability to capture the Alarm Company Business Name in the Alarm record.	
The OnCall Records solution shall provide the capability to record Contact properties for an Alarm record via the Master Name record.	
The OnCall Records solution shall provide the capability to record Event properties for an Alarm record.	
The OnCall Records solution shall provide the capability to record Invoice properties for an Alarm record.	
The OnCall Records solution shall provide the capability to record Payment properties for an Alarm record.	
The OnCall Records solution shall provide the capability to link Calls For Service (CAD) records to an Alarm record.	
The OnCall Records solution shall provide the capability to link Incident records to an Alarm record.	
The OnCall Records solution shall be capable of allowing the agency system administrator to configure Billing Rules in the Alarm module Alarm Configuration for Businesses and Residences.	
The OnCall Records solution shall provide the capability to record Payments properties for an Alarm record.	
The OnCall Records solution shall provide the capability to link Permit/License records to an Alarm record.	
3.4 Arrest	
The OnCall Records solution shall provide the capability to retrieve and save a Master Name for an Arrest record.	
The OnCall Records solution shall provide the capability for an Arrest record to be linked to a Main Name record.	
The OnCall Records solution shall provide the capability to capture the FBI # in an Arrest record.	
The OnCall Records solution shall provide the capability to capture the SBI # in an Arrest record.	
The OnCall Records solution shall provide the capability to capture the SID # in an Arrest record.	
The OnCall Records solution shall provide the capability to link Incident records to an Arrest record.	
The OnCall Records solution shall provide the capability to store multiple charges per Arrest.	
The OnCall Records solution shall provide the capability to store the arrest Location in the Arrest record.	
The OnCall Records solution shall provide the capability to link Court Documents to an Arrest record.	
The OnCall Records solution shall provide the capability to link a Citation to an Arrest record.	
The OnCall Records solution shall provide the capability to store record Arresting Officers' properties for an Arrest record.	
The OnCall Records solution shall provide the capability to link a Booking to an Arrest record.	
The OnCall Records solution shall provide the capability to store record Court Info properties for an Arrest record.	
The OnCall Records solution shall provide the capability to store record Court Sentencing properties for an Arrest record.	
The OnCall Records solution shall provide the capability to store record Weapon properties for an Arrest record.	
The OnCall Records solution shall provide the capability to store record Document Distribution properties for an Arrest record.	
The OnCall Records solution shall provide the capability for simultaneous multiple search criteria input in the Arrest module search dialog.	
The OnCall Records solution shall provide the capability to generate an Arrest report including the following Arrest record related information:	
• Incident	
• Names	
• Warrants	

• Citations	
The OnCall Records solution shall provide the capability to record numerous Involved Parties (non-arrest parties) properties for an Arrest record.	
The OnCall Records solution shall provide the capability to link a Booking record to an Arrest record.	
The OnCall Records solution shall provide the capability to record a Document Distribution Log, including:	
• document type	
• person sending	
• person receiving	
• dates/times and location sent	
The OnCall Records solution shall provide the capability to attach and store documents in the Arrest module.	
The OnCall Records solution shall provide the capability to record Criminal Checks properties for an Arrest record.	
The OnCall Records solution shall provide the capability to record Court Info properties for an Arrest record.	
The OnCall Records solution shall provide the capability to record Property properties for an Arrest record.	
The OnCall Records solution shall provide the capability to record SOC properties for an Arrest record.	
The OnCall Records solution shall provide the capability to record SPC properties for an Arrest record.	
The OnCall Records solution shall provide the capability to record UCR properties for an Arrest record.	
The OnCall Records solution shall provide the capability to record Officers properties for an Arrest record.	
The OnCall Records solution shall provide the capability to record Release properties for an Arrest record.	
The OnCall Records solution shall provide the capability to record Activity Log properties for an Arrest record.	
The OnCall Records solution shall provide the capability to link Accident records to an Arrest record.	
The OnCall Records solution shall provide the capability to link Vehicle records to an Arrest record.	
The OnCall Records solution shall provide the capability to link Court Document records to an Arrest record.	
The OnCall Records solution shall provide the capability to link Use Of Force records to an Arrest record.	
The OnCall Records solution shall provide the capability to link Vehicle Pursuit records to an Arrest record.	
3.5 Asset Management	
The OnCall Records solution shall provide the capability to attach and store documents in the Asset Management module.	Met with creation of custom fields
The OnCall Records solution shall provide the capability to store the Make and Model information in the Asset Management module.	Met with creation of custom fields
The OnCall Records solution shall provide the capability to operationally store specific departmental property assignee in the Asset Management module.	Met with creation of custom fields
The OnCall Records solution shall provide the capability to record Transfers properties for an Asset Management record.	Met with creation of custom fields
The OnCall Records solution shall provide the capability to record Maintenance properties for an Asset Management record.	Met with creation of custom fields
The OnCall Records solution shall provide the capability to be configured to store property record current location and history location.	Met with creation of custom fields
The OnCall Records solution shall provide the capability for simultaneous multiple search criteria input in the Asset Module search dialog.	Met with creation of custom fields
The OnCall Records solution shall provide the capability to record Maintenance (Next Scheduled) properties for an Asset Management record.	Met with creation of custom fields
The OnCall Records solution shall provide the capability to record Activity Log properties for an Asset Management record.	Met with creation of custom fields
3.6 BOLO (APB)	
The OnCall Records solution shall provide the capability to print a named person and/or vehicle Report (information, flyer, or wanted poster), for a B.O.L.O. record.	
The OnCall Records solution shall provide the capability to configure the BOLO record flyer title to display the Type field.	Met with creation of custom fields
The OnCall Records solution shall provide the capability to record Master Name properties for a B.O.L.O. record.	
The OnCall Records solution shall provide the capability to record Master Vehicle properties for a B.O.L.O. record.	
The OnCall Records solution shall provide the capability to link Incident records to a B.O.L.O. record.	
The OnCall Records solution shall provide the capability to link Accident records to a B.O.L.O. record.	
The OnCall Records solution shall provide the capability to link Court Document records to a B.O.L.O. record.	

The OnCall Records solution shall provide the capability for simultaneous multiple search criteria input in the B.O.L.O. module search dialog.	
The OnCall Records solution shall provide the capability to attach and store documents in the B.O.L.O. module.	
The OnCall Records solution shall provide the capability to record Synopsis properties for a B.O.L.O record.	
The OnCall Records solution shall provide the capability to record NCIC properties for a B.O.L.O record.	
The OnCall Records solution shall provide the capability to record Activity Log properties for a B.O.L.O record.	
3.7 Booking	
The OnCall Records solution shall provide the capability for simultaneous multiple search criteria input in the Booking Module search dialog.	
The OnCall Records solution shall provide the capability to capture an attachment as Mugshot Type in the Booking module.	
The OnCall Records solution shall provide the capability to display the linked Master Name on the Booking record page.	
The OnCall Records solution shall provide the capability to copy the Booking record attached mugshot image(s) to the linked Master Name.	
The OnCall Records solution shall provide the capability to capture Charges in the Booking record.	
The OnCall Records solution shall provide the capability to link an Incident record to a Booking record.	
The OnCall Records solution shall provide the capability to link an Arrest record to a Booking record.	
The OnCall Records solution shall provide the capability to record Medical properties for a Booking record.	
The OnCall Records solution shall provide the capability to record Arrestee Property properties for a Booking record.	
The OnCall Records solution shall provide the capability to record Phone Calls properties for a Booking record.	
The OnCall Records solution shall provide the capability to record Transport properties for a Booking record.	
The OnCall Records solution shall provide the capability to record Officers properties for a Booking record.	
The OnCall Records solution shall provide the capability to record Release properties for a Booking record.	
The OnCall Records solution shall provide the capability to record Activity Log properties for a Booking record.	
The OnCall Records solution shall provide the capability to link Court Document records to a Booking record.	
The OnCall Records solution shall provide the capability to link Inmate Tracking records to a Booking record.	
3.8 Calls for Service	
The OnCall Records solution shall provide the capability to transfer a call-taker's and/or dispatcher's call and store the Caller Name, Caller Location, Event Location, Call Type, and Unit information in a Calls For Service record.	
The OnCall Records solution shall provide the capability to transfer a call-taker's and/or dispatcher's call and store the Call Received Data/Time that was recorded in I/CAD in a Calls For Service record.	
The OnCall Records solution shall provide the capability to transfer a call-taker's and/or dispatcher's call and store the Dispatched Date/Time in a Calls For Service record.	
The OnCall Records solution shall provide the capability to transfer a call-taker's and/or dispatcher's call and store the EnRoute Date/Time in a Calls For Service record.	
The OnCall Records solution shall provide the capability to record Units for a Calls For Service record.	
The OnCall Records solution shall provide the capability to transfer a call-taker's and/or dispatcher's call and store the Calls for Service Completed Date/Time in a Calls For Service record.	
The OnCall Records solution shall provide the capability to transfer a call-taker's and/or dispatcher's call and store the Situation Found Code in a Calls For Service record.	
The OnCall Records solution shall provide the capability to record Units (Multiple) properties for a Calls For Service record.	
The OnCall Records solution shall provide the capability to transfer a call-taker's and/or dispatcher's call and store the Officers (Multiple) in a Calls For Service record.	
The OnCall Records solution shall provide the capability to link Incident records to a Calls For Service record.	
The OnCall Records solution shall provide the capability to link Field Interview records to a Calls For Service record.	
The OnCall Records solution shall provide the capability to link Accident records to a Calls For Service record.	
The OnCall Records solution shall provide the capability to link Miscellaneous Service records to a Calls For Service record.	

The OnCall Records solution shall provide the capability for simultaneous multiple search criteria input in the Calls For Service module search dialog.	
The OnCall Records solution shall provide the capability to record Calls properties for a Calls For Service record.	
The OnCall Records solution shall provide the capability to record Units properties for a Calls For Service record.	
The OnCall Records solution shall provide the capability to record Remarks properties for a Calls For Service record.	
The OnCall Records solution shall provide the capability to record Activity Log properties for a Calls For Service record.	
3.9 Case Management	
The OnCall Records solution shall provide the capability to assign Case Solvability Scoring in a Case Management record.	
The OnCall Records solution shall provide the capability to calculate a final case solvability score.	
The OnCall Records solution shall provide the capability to link Incident records to a Case Management record.	
The OnCall Records solution shall provide the capability to assign a case to a Detective utilizing the Tasks record properties for a Case Management record.	
The OnCall Records solution shall provide the capability for a Detective assigned to a case Task to log hours worked for a Case Management record.	
The OnCall Records solution shall provide the capability to store Supervisor Case Reviews in an Activity Log or Narrative, Record Property for a Case Management record.	
The OnCall Records solution shall provide the capability to record Buys properties for a Case Management record.	
The OnCall Records solution shall provide the capability to record interview information as Tasks properties to a Case Management record.	
The OnCall Records solution shall provide the capability to record Case Activities as Task or in the Activity Log properties for a Case Management record.	
The OnCall Records solution shall provide the capability to record 'Next Steps' as Tasks type/properties for a Case Management record.	
The OnCall Records solution shall provide the capability to record surveillance activities as Tasks properties for a Case Management record.	
The OnCall Records solution shall provide the capability to track Prosecutor(s) Contact information as Attorneys Record Properties, for a Case Management record.	
The OnCall Records solution shall provide the capability to track Outstanding Items associated with a case as Tasks Record Properties, for a Case Management record.	
The OnCall Records solution shall provide the capability to link Group Tracking (Gangs) records to a Case Management record.	
The OnCall Records solution shall provide the capability for simultaneous multiple search criteria input in the Case Management Module search dialog.	
The OnCall Records solution shall provide the capability to attach and store documents in the Case Management module.	
The OnCall Records solution shall provide the capability to track a case that may not involve any associated Incidents (such as, under cover surveillance activity, for example), in a Case Management record.	
The OnCall Records solution shall provide the capability to record Attorneys properties for a Case Management record.	
The OnCall Records solution shall provide the capability to record Case Items properties for a Case Management record.	
The OnCall Records solution shall provide the capability to record Officers properties for a Case Management record.	
The OnCall Records solution shall provide the capability to record Document Distribution Log properties for a Case Management record.	
The OnCall Records solution shall provide the capability to link Accident records to a Case Management record.	
The OnCall Records solution shall provide the capability to link Related Cases records to a Case Management record.	
The OnCall Records solution shall provide the capability to link Name records to a Case Management record.	
The OnCall Records solution shall provide the capability to link Missing Person records to a Case Management record.	
The OnCall Records solution shall provide the capability to link DUI records to a Case Management record.	
The OnCall Records solution shall provide the capability to link Evidence records to a Case Management record.	

The OnCall Records solution shall provide the capability to link Crime Scene records to a Case Management record.	
The OnCall Records solution shall provide the capability to link Field Interview records to a Case Management record.	
3.10 Citations Module	
The OnCall Records solution shall provide the capability to link/connect Incident records to a Citation record.	
The OnCall Records solution shall provide the capability to record Court properties for a Citation record.	
The OnCall Records solution shall provide the capability to generate a Citation Data Sheet containing details relating to the Citation.	
The OnCall Records solution shall provide the capability to capture Court Information and Violation Disposition Information, in a Citation record.	
The OnCall Records solution shall provide the capability to capture the following violation information in a Citation record: • Enforcement Method • Safe Speed • Posted Speed • Actual Speed • Road Conditions • Accident Link • Incident Link • Violation • Ordinance • Violation Literal	
The OnCall Records solution shall provide the capability for simultaneous multiple search criteria input in the Citation Module search dialog.	
The OnCall Records solution shall provide the capability to attach and store documents in the Citation module.	
The OnCall Records solution shall provide the capability to record Offender properties for a Citation record.	
The OnCall Records solution shall provide the capability to link Master Vehicles to a Citation record.	
The OnCall Records solution shall provide the capability to record Violations properties for a Citation record.	
The OnCall Records solution shall provide the capability to record Court properties for a Citation record.	
The OnCall Records solution shall provide the capability to record Activity Log properties for a Citation record.	
The OnCall Records solution shall provide the capability to link Arrest records to a Citation record.	
The OnCall Records solution shall provide the capability to link Juvenile Contact records to a Citation record.	
The OnCall Records solution shall provide the capability to link Calls For Service records to a Citation record.	
The OnCall Records solution shall provide the capability to link Court Document records to a Citation record.	
The OnCall Records solution shall provide the capability to link Juvenile Document records to a Citation record.	
3.11 Court Documents	
The OnCall Records solution shall provide the capability to link Incident records to a Court Document record.	
The OnCall Records solution shall provide the capability to link Arrest records to a Court Document record.	
The OnCall Records solution shall provide the capability to capture the Assigned Officer (Employee record) for a Court Document record.	
The OnCall Records solution shall provide the capability to link Name records to a Court Document record.	
The OnCall Records solution shall provide the capability to link Name (Business) records to a Court Document record.	
The OnCall Records solution shall provide the capability to record Document Distribution Log properties for a Court Document record.	
The OnCall Records solution shall provide the capability to record Court Date and Docket for Court properties for a Court Document record.	
The OnCall Records solution shall provide the capability to capture the Violation Date for a Court Document record.	
The OnCall Records solution shall provide the capability to link Bookings record for a Court Document record.	
The OnCall Records solution shall provide the capability to record Charges properties for a Court Document record.	
The OnCall Records solution shall provide the capability for simultaneous multiple search criteria input in the Court Document module search dialog.	
The OnCall Records solution shall provide the capability to attach and store documents in the Court Document module.	

The OnCall Records solution shall provide the capability to record Parties properties for a Court Document record.	
The OnCall Records solution shall provide the capability to record Service properties for a Court Document record.	
The OnCall Records solution shall provide the capability to record Attorney properties for a Court Document record.	
The OnCall Records solution shall provide the capability to record Receipts properties for a Court Document record.	
The OnCall Records solution shall provide the capability to record SPC properties for a Court Document record.	
The OnCall Records solution shall provide the capability to record Activity Log properties for a Court Document record.	
The OnCall Records solution shall provide the capability to link Court Document records to a Court Document record.	
The OnCall Records solution shall provide the capability to link Crime Scene records to a Court Document record.	
3.12 Crime Scene	
The OnCall Records solution shall provide the capability to record Scene Locations for a Crime Scene record.	
The OnCall Records solution shall provide the capability to record Evidence Recovered properties for a Crime Scene record.	
The OnCall Records solution shall provide the capability to record Names properties for a Crime Scene record.	
The OnCall Records solution shall provide the capability to record Scene Conditions properties for a Crime Scene record.	
The OnCall Records solution shall provide the capability to record Narratives properties for a Crime Scene record.	
The OnCall Records solution shall provide the capability to record Activity Log properties for a Crime Scene record.	
The OnCall Records solution shall provide the capability to link Accident records to a Crime Scene record.	
The OnCall Records solution shall provide the capability to link Case Management records to a Crime Scene record.	
The OnCall Records solution shall provide the capability to link Court Document records to a Crime Scene record.	
The OnCall Records solution shall provide the capability to link Crime Scene records to a Crime Scene record.	
The OnCall Records solution shall provide the capability to link Impound/Tow records to a Crime Scene record.	
The OnCall Records solution shall provide the capability to link Incident records to a Crime Scene record.	
3.13 DUI	
The OnCall Records solution shall provide the capability to record Officers properties for a DUI record.	
The OnCall Records solution shall provide the capability to record Stop Details properties for a DUI record.	
The OnCall Records solution shall provide the capability to record SFTs properties for a DUI record.	
The OnCall Records solution shall provide the capability to record Test Results properties for a DUI record.	
The OnCall Records solution shall provide the capability to record Narratives properties for a DUI record.	
The OnCall Records solution shall provide the capability to record Activity Log properties for a DUI record.	
The OnCall Records solution shall provide the capability to link Accident records to a DUI record.	
The OnCall Records solution shall provide the capability to link Incident records to a DUI record.	
The OnCall Records solution shall provide the capability to link Evidence records to a DUI record.	
The OnCall Records solution shall provide the capability to link Case Management records to a DUI record.	
3.14 Employee	
The OnCall Records solution shall provide the capability to record Emergency Contact properties for an Employee record.	
The OnCall Records solution shall provide the capability to link Course records to an Employee record.	
The OnCall Records solution shall provide the capability to record Additional Employer properties for an Employee record.	
The OnCall Records solution shall provide the capability to record Disciplinary properties for an Employee record.	
The OnCall Records solution shall provide the capability to record Transfers properties for an Employee record.	
The OnCall Records solution shall provide the capability to record Personal Data (Skills-multiple) properties for an Employee record.	
The OnCall Records solution shall provide the capability to record Departmental Information (Issued property) properties for an Employee record.	
The OnCall Records solution shall provide the capability to record Human Resource Information (Promotions) properties for an Employee record.	
The OnCall Records solution shall provide the capability to record Personal Data (Family Members) properties for an Employee record.	
The OnCall Records solution shall provide the capability to record Departmental Information (Military/Reserve) properties for an Employee record.	

The OnCall Records solution shall provide the capability to record Departmental Information (Department Data) properties for an Employee record.	
The OnCall Records solution shall provide the capability to attach an image file to an Employee record.	
The OnCall Records solution shall provide the capability to attach an imported image file to an Employee record.	
The OnCall Records solution shall provide the capability to attach a scanned image file to an Employee record.	
The OnCall Records solution shall provide the capability for simultaneous multiple search criteria input in the Employee module search dialog.	
The OnCall Records solution shall provide the capability to capture employee medical information in an Employee record.	
The OnCall Records solution shall provide the capability to attach and store documents in the Employee module.	
The OnCall Records solution shall provide the capability to record Narrative properties for an Employee record.	
The OnCall Records solution shall provide the capability to record Activity Log properties for an Employee record.	
The OnCall Records solution shall provide the capability to link Certification records to an Employee record.	
3.15 Evidence	
The OnCall Records solution shall provide the capability to store Officer information related to the Evidence (Custodial Items), including the Submitting Officer and the Receiving Officer for an Evidence record.	
The OnCall Records solution shall provide the capability to link a Name record to an Evidence record.	
The OnCall Records solution shall provide the capability to link an Incident record to an Evidence (Custodial Item) record.	
The OnCall Records solution shall provide the capability to capture the following description information for an Evidence record:	
• Serial #	
• Owner Applied #	
• Brand	
• Model	
• Color	
• Description	
• Value	
• Units (Number)	
The OnCall Records solution shall provide the capability to capture a unique code/number for the following items in an Evidence record:	
• Firearms	
• Money	
• Drugs/Narcotics	
• Fingerprints (Latent Prints)	
• Photos	
• General Property	
The OnCall Records solution shall provide the capability to record Disposition properties for an Evidence record.	
The OnCall Records solution shall provide the capability to record Chain of Custody properties for an Evidence record.	
The OnCall Records solution shall provide the capability to record Storage History properties for an Evidence record.	
The OnCall Records solution shall provide the capability for simultaneous multiple search criteria input in the Evidence module search dialog.	
The OnCall Records solution shall provide the capability to attach and store documents in the Evidence module.	
The OnCall Records solution shall provide the capability to record Operations Configuration properties for an Evidence record.	
The OnCall Records solution shall provide the capability to configure Drop Off Locations as a Storage Location.	
The OnCall Records solution shall provide the capability to accommodate bulk item transactions for transferring of multiple items, in an Evidence record.	
The OnCall Records solution shall provide the capability to append multiple items from RMS Search screens to a transfer transaction, in an Evidence record.	
The OnCall Records solution shall provide the capability to append multiple items from a simple barcoding device to a transfer transaction, in an Evidence record.	

The OnCall Records solution shall provide the capability to enter a password/pin to accept the item transaction to a transfer transaction, in an Evidence record.	
The OnCall Records solution shall provide the capability to automatically create a chain of custody entry for each item's original Evidence Record to a transfer transaction, in an Evidence record.	
The OnCall Records solution shall provide the capability for the bulk update function to automatically update the original Evidence Item's current status based upon the Evidence Bulk Update transaction to a transfer transaction, in an Evidence record.	
The OnCall Records solution shall provide the capability for the bulk update function to provide the ability to Dispose of multiple items in a single transaction, in an Evidence record.	
The OnCall Records solution shall provide the capability to append multiple items from RMS Search screens to a disposal transaction, in an Evidence record.	
The OnCall Records solution shall provide the capability to append multiple items from a simple barcoding device to a disposal transaction, in an Evidence record.	
The OnCall Records solution shall provide the capability to record properties for an Evidence record.	
The OnCall Records solution shall provide the capability for the bulk update function to automatically create a chain of custody entry for each item's original Evidence Record to a disposal transaction, in an Evidence record.	
The OnCall Records solution shall provide the capability for the bulk update function to automatically update the original Evidence Item's current status based upon the Evidence Bulk Update transaction to a disposal transaction, in an Evidence record.	
The OnCall Records solution shall provide an Evidence Configuration for each Category of Evidence that requires or does not require Verification of transactions (e.g. for Drugs or Money), in an Evidence record.	
The OnCall Records solution shall provide the capability to record Case Review properties for an Evidence record	
The OnCall Records solution shall provide the capability to record Storage/Custody properties for an Evidence record	
The OnCall Records solution shall provide the capability to record Synopsis properties for an Evidence record	
The OnCall Records solution shall provide the capability to record Caution Codes properties for an Evidence record	
The OnCall Records solution shall provide the capability to record Activity Log properties for an Evidence record	
The OnCall Records solution shall provide the capability to link DUI records to a Evidence record.	
The OnCall Records solution shall provide the capability to link Accident records to a Evidence record.	
The OnCall Records solution shall provide the capability to link Case Management records to a Evidence record.	
3.16 Field Interview	
The OnCall Records solution shall provide the capability to record Name(s) properties for an Field Interview record.	
The OnCall Records solution shall provide the capability to record Officer properties for a Field Interview record.	
The OnCall Records solution shall provide the capability to capture the following information in a Field Interview record:	
• Reason for interview	
• Location	
The OnCall Records solution shall provide the capability to link Vehicles record to a Field Interview record.	
The OnCall Records solution shall provide the capability for simultaneous multiple search criteria input in the Field Interview module search dialog.	
The OnCall Records solution shall provide the capability to attach and store documents in the Field Interview module.	
The OnCall Records solution shall provide the capability to record Activity Log properties for a Field Interview record	
The OnCall Records solution shall provide the capability to link Calls For Service records to a Field Interview record.	
The OnCall Records solution shall provide the capability to link Case Management records to a Field Interview record.	
The OnCall Records solution shall provide the capability to link Incident records to a Field Interview record.	
3.17 Gang/Group Tracking	
The OnCall Records solution shall provide the capability to record Known Activities properties for a Group Tracking (Gang) record.	
The OnCall Records solution shall provide the capability to record Modus Operandis (M.O.) properties for a Group Tracking (Gang) record.	
The OnCall Records solution shall provide the capability to record Weapons properties for a Group Tracking (Gang) record.	
The OnCall Records solution shall provide the capability to record Drugs properties for a Group Tracking (Gang) record.	

The OnCall Records solution shall provide the capability to record Member, Linked Name properties for a Group Tracking (Gang) record.	
The OnCall Records solution shall provide the capability for simultaneous multiple search criteria input in the Group Tracking module search dialog.	
The OnCall Records solution shall provide the capability to attach images of gang specific Scars, Marks, or Tattoos in a Group Tracking (Gang) record.	
The OnCall Records solution shall provide the capability to associate Alerts/Notifications to a Group Tracking (Gang) record.	
The OnCall Records solution shall provide the capability to attach and store documents in the Group Tracking module.	
The OnCall Records solution shall provide the capability to record Activity Log properties for a Group Tracking record	
The OnCall Records solution shall provide the capability to link Case Management records to a Group Tracking record.	
3.18 Impound/Tow	
The OnCall Records solution shall provide the capability to link an Impound/Tow record to a Master Vehicle record.	
The OnCall Records solution shall provide the capability to record Fees properties for an Impound/Tow record.	
The OnCall Records solution shall provide the capability to record Holds properties for an Impound/Tow record.	
The OnCall Records solution shall provide the capability to record Holds properties, Hold Requested by Employee for an Impound/Tow record.	
The OnCall Records solution shall provide the capability to record Storage properties for an Impound/Tow record.	
The OnCall Records solution shall provide the capability to record Contact Logging properties for an Impound/Tow record.	
The OnCall Records solution shall provide the capability to record Storage (history, including movement) properties for an Impound/Tow record.	
The OnCall Records solution shall provide the capability to record the Name of the person Released To for an Impound/Tow record.	
The OnCall Records solution shall provide the capability to attach and store documents in the Impound/Tow module.	
The OnCall Records solution shall provide the capability to record Inventory properties for an Impound/Tow record.	
The OnCall Records solution shall provide the capability to record Activity Log properties for an Impound/Tow record.	
The OnCall Records solution shall provide the capability to link Crime Scene records to a Impound/Tow record.	
3.19 Incident	
The OnCall Records solution shall provide the capability to record information in an Incident record.	
The OnCall Records solution shall provide the capability to designate an offense as "primary" offense for an Incident record.	
The OnCall Records solution shall provide the capability to link Incident records to an Incident record.	
The OnCall Records solution shall provide the capability to capture the following information for each Name linked to an Incident record.	
• Name information associated from the Master Name Module	
• Involvement of Name to Incident	
• Victim/Suspect relationship	
• Offense code	
The OnCall Records solution shall provide the capability to link a Name record to an Incident record, where the MO detail information and weapon record properties is stored for the Name record.	
The OnCall Records solution shall provide the capability to attach and store documents in the Incident module.	
The OnCall Records solution shall provide the capability to record Narratives properties for an Incident record.	
The OnCall Records solution shall provide the capability to record Document Distribution Logs properties for an Incident record.	
The OnCall Records solution shall provide the capability for simultaneous multiple search criteria input in the Incident module search dialog.	
The OnCall Records solution shall provide the capability to attach and store documents in the Incident module.	
The OnCall Records solution shall provide the capability to record L.E.O.K.A. properties for an Incident record.	
The OnCall Records solution shall provide the capability to record Officers properties for an Incident record.	
The OnCall Records solution shall provide the capability to record Crime Log properties for an Incident record.	
The OnCall Records solution shall provide the capability to record Incident Supplement properties for an Incident record.	
The OnCall Records solution shall provide the capability to record Active Properties properties for an Incident record.	

The OnCall Records solution shall provide the capability to record Activity Log properties for an Incident record.	
The OnCall Records solution shall provide the capability to link Accident records to an Incident record.	
The OnCall Records solution shall provide the capability to link Arrest records to an Incident record.	
The OnCall Records solution shall provide the capability to link B.O.L.O. records to an Incident record.	
The OnCall Records solution shall provide the capability to link Booking records to an Incident record.	
The OnCall Records solution shall provide the capability to link Calls For Service records to an Incident record.	
The OnCall Records solution shall provide the capability to link Citation records to an Incident record.	
The OnCall Records solution shall provide the capability to link DUI records to an Incident record.	
The OnCall Records solution shall provide the capability to link Field Interview records to an Incident record.	
The OnCall Records solution shall provide the capability to link Additional Locations records to an Incident record.	
The OnCall Records solution shall provide the capability to link Property records to an Incident record.	
The OnCall Records solution shall provide the capability to link Vehicle records to an Incident record.	
The OnCall Records solution shall provide the capability to link Court Document records to an Incident record.	
The OnCall Records solution shall provide the capability to link Juvenile Booking records to an Incident record.	
The OnCall Records solution shall provide the capability to link Juvenile Contact records to an Incident record.	
The OnCall Records solution shall provide the capability to link Juvenile Document records to an Incident record.	
The OnCall Records solution shall provide the capability to link Case Management records to an Incident record.	
The OnCall Records solution shall provide the capability to link Evidence records to an Incident record.	
The OnCall Records solution shall provide the capability to link Missing Person records to an Incident record.	
The OnCall Records solution shall provide the capability to link Use of Force records to an Incident record.	
The OnCall Records solution shall provide the capability to link Vehicle Pursuit records to an Incident record.	
The OnCall Records solution shall provide the capability to link Miscellaneous Service records to an Incident record.	
The OnCall Records solution shall provide the capability to link Crime Scene records to an Incident record.	
The OnCall Records solution shall provide the capability to link Impound/Tow records to an Incident record.	
3.20 Inmate Tracking	
The OnCall Records solution shall provide the capability to assign a unique Inmate number to each new Inmate Tracking record.	
The OnCall Records solution shall provide the capability to capture a Medical Questionnaire(s) for an Inmate Tracking record.	
The OnCall Records solution shall provide the capability to edit and customize the vendor delivered questions as a questionnaire in the Inmate Tracking Module.	
The OnCall Records solution shall provide the capability to link a Master Name record to an Inmate record.	
The OnCall Records solution shall provide the capability to capture the inmate's current status and location in the Inmate Tracking Module.	
The OnCall Records solution shall provide the capability to capture the inmate's associated Attorney information in the Inmate Tracking Module.	
The OnCall Records solution shall provide the capability to capture the inmate' associated Emergency Contact information in the Inmate Tracking Module.	
The OnCall Records solution shall provide the capability to record Holds properties for an Inmate Tracking record.	
The OnCall Records solution shall provide the capability to record Housing/Transfers properties for an Inmate Tracking record.	
The OnCall Records solution shall provide the capability to record Housing Logs properties for an Inmate Tracking record.	
The OnCall Records solution shall provide the capability to record Issued Property properties for an Inmate Tracking record.	
The OnCall Records solution shall provide the capability to record Officers properties for a Record Properties record.	
The OnCall Records solution shall provide the capability to record Jail Logs properties for an Inmate Tracking record.	
The OnCall Records solution shall provide the capability to record Release properties for an Inmate Tracking record.	
The OnCall Records solution shall provide the capability to record Medical (conditions) properties for an Inmate Tracking record.	
The OnCall Records solution shall provide the capability to record Medical (medication logs) properties for an Inmate Tracking record.	
The OnCall Records solution shall provide the capability to record Medical (Treatments/Appointments) properties for an Inmate Tracking record.	

The OnCall Records solution shall provide the capability to record Medical (Physician/Insurance) properties for an Inmate Tracking record.	
The OnCall Records solution shall provide the capability to link Scheduled Events for an Inmate Tracking record.	
The OnCall Records solution shall provide the capability to record Work Release Activities for an Inmate Tracking record.	
The OnCall Records solution shall provide the capability to record Work Release Employers for an Inmate Tracking record.	
The OnCall Records solution shall provide the capability to record Inmate Property properties for an Inmate Tracking record.	
The OnCall Records solution shall provide the capability to record Caution Codes properties for an Inmate Tracking record.	
The OnCall Records solution shall provide the capability to record Activity Log properties for an Inmate Tracking record.	
The OnCall Records solution shall provide the capability to link Related Inmates records to an Inmate Tracking record.	
The OnCall Records solution shall provide the capability to link Scheduled Events records to an Inmate Tracking record.	
3.21 Juvenile Contacts(Arrest)/Booking	
The OnCall Records solution shall provide the capability to link Incident records to a Juvenile Contact record.	
The OnCall Records solution shall provide the capability to store multiple charges records for a Juvenile Contact record.	
The OnCall Records solution shall provide the capability to store the Master Location record for a Juvenile Contact record.	
The OnCall Records solution shall provide the capability to link Juvenile Court Document (Warrant) records to a Juvenile Contact record.	
The OnCall Records solution shall provide the capability to link Citation records to a Juvenile Contact record.	
The OnCall Records solution shall provide the capability to record Officers (apprehending) properties for a Juvenile Contact record.	
The OnCall Records solution shall provide the capability to link a Juvenile Booking record to a Juvenile Contact record.	
The OnCall Records solution shall provide the capability to record Court Sentencing properties for a Juvenile Contact record.	
The OnCall Records solution shall provide the capability to record Weapons properties for a Juvenile Contact record.	
The OnCall Records solution shall provide the capability to record Document Distribution Log properties for a Juvenile Contact record.	
The OnCall Records solution shall provide the capability for simultaneous multiple search criteria input in the Juvenile Contact module search dialog.	
The OnCall Records solution shall provide a Juvenile Booking module that is separate from the Booking Module.	
The OnCall Records solution shall provide the capability to attach and store documents in the Juvenile Contact module.	
The OnCall Records solution shall provide the capability to record At Time Of properties for a Juvenile Contact record.	
The OnCall Records solution shall provide the capability to record Criminal Checks properties for a Juvenile Contact record.	
The OnCall Records solution shall provide the capability to record Involved Parties properties for a Juvenile Contact record.	
The OnCall Records solution shall provide the capability to record Court Info properties for a Juvenile Contact record.	
The OnCall Records solution shall provide the capability to record Property properties for a Juvenile Contact record.	
The OnCall Records solution shall provide the capability to record SOC properties for a Juvenile Contact record.	
The OnCall Records solution shall provide the capability to record SPC properties for a Juvenile Contact record.	
The OnCall Records solution shall provide the capability to record UCR properties for a Juvenile Contact record.	
The OnCall Records solution shall provide the capability to record Release properties for a Juvenile Contact record.	
The OnCall Records solution shall provide the capability to record Activity Log properties for a Juvenile Contact record.	
The OnCall Records solution shall provide the capability to link Vehicle records to a Juvenile Contact record.	
The OnCall Records solution shall provide the capability to link Use Of Force records to a Juvenile Contact record.	
The OnCall Records solution shall provide the capability to link Vehicle Pursuit records to a Juvenile Contact record.	
3.22 Juvenile Document	
The OnCall Records solution shall provide the capability for simultaneous multiple search criteria input in the Juvenile Document module search dialog.	
The OnCall Records solution shall provide the capability to attach and store documents in the Juvenile Document module.	
The OnCall Records solution shall provide the capability to record Court properties for a Juvenile Document record.	
The OnCall Records solution shall provide the capability to record Parties properties for a Juvenile Document record.	
The OnCall Records solution shall provide the capability to record Service properties for a Juvenile Document record.	
The OnCall Records solution shall provide the capability to record Charges properties for a Juvenile Document record.	

The OnCall Records solution shall provide the capability to record Document Distribution Log properties for a Juvenile Document record.	
The OnCall Records solution shall provide the capability to record Attorney properties for a Juvenile Document record.	
The OnCall Records solution shall provide the capability to record Receipts properties for a Juvenile Document record.	
The OnCall Records solution shall provide the capability to record SPC properties for a Juvenile Document record.	
The OnCall Records solution shall provide the capability to record Activity Log properties for a Juvenile Document record.	
The OnCall Records solution shall provide the capability to link Juvenile Contact records to a Juvenile Document record.	
The OnCall Records solution shall provide the capability to link Juvenile Booking records to a Juvenile Document record.	
The OnCall Records solution shall provide the capability to link Incident records to a Juvenile Document record.	
The OnCall Records solution shall provide the capability to link Name records to a Juvenile Document record.	
The OnCall Records solution shall provide the capability to link Juvenile Document records to a Juvenile Document record.	
3.23 Lineup	
The OnCall Records solution shall provide the capability to link an Incident record to a Lineup record.	
The OnCall Records solution shall provide the capability to load images to be used in a Lineup from a primary master name image, in the Lineup module.	
The OnCall Records solution shall provide the capability to record further definition (height, weight, age, and/or DOB range) properties for the creation criteria of a Lineup record.	
The OnCall Records solution shall provide the capability to print a Lineup record.	
The OnCall Records solution shall provide the capability to 'Lock' a Lineup record.	
The OnCall Records solution shall provide the capability to create a 6 image Lineup record.	
The OnCall Records solution shall provide the capability to create an 8 image Lineup record.	
The OnCall Records solution shall provide the capability for simultaneous multiple search criteria input in the Lineup module search dialog.	
The OnCall Records solution shall provide the capability to attach and store documents in the Lineup module.	Met with creation of custom fields
The OnCall Records solution shall provide the capability to link Activity Log records to a Lineup record.	
3.24 Master Location	
The OnCall Records solution shall provide the capability to link Incident records to a Master Location record.	
The OnCall Records Address Server solution shall provide the capability to geo-validate an address against the Agency's GIS data (street centerline file) in the Master Location module.	
The OnCall Records solution shall provide the capability to notify the user when an address is not matched in the address database in the Master Location module.	
The OnCall Records solution shall provide the capability for the user to override the address verification process if no match exists in the Master Location module.	
The OnCall Records solution shall provide the capability to return a validated address for an address search in the Master Location module.	
The OnCall Records solution shall provide the capability to search for and export a list of non-validated addresses in the Master Location module.	
The OnCall Records solution shall provide the capability to save a Master Location record without address validation in the Master Location module.	
The OnCall Records solution shall provide the capability to search for non-validated addresses in the Master Location module.	
The OnCall Records Address Server solution shall provide the capability to standardize address field format to avoid duplicate records in the Master Location module. For ex., if a user enters, '123 Main Street', '123 Main St.' or, '123 Main S', the address is saved as '123 Main ST'.	
The OnCall Records solution shall provide the capability to for simultaneous multiple search criteria input in the Master Location module search dialog.	
The OnCall Records solution shall provide the capability to attach and store documents in the Master Location module.	

The OnCall Records solution shall provide the capability to record Hazmat (Hazardous Conditions) properties for a Master Location record.	
The OnCall Records solution shall provide the capability to record Activity Log properties for a Master Location record.	
The OnCall Records solution shall provide the capability to link Arrest records to a Master Location record.	
The OnCall Records solution shall provide the capability to link B.O.L.O records to a Master Location record.	
The OnCall Records solution shall provide the capability to link Citation records to a Master Location record.	
The OnCall Records solution shall provide the capability to link Field Interview records to a Master Location record.	
The OnCall Records solution shall provide the capability to link Juvenile Contact records to a Master Location record.	
The OnCall Records solution shall provide the capability to link Incident records to a Master Location record.	
The OnCall Records solution shall provide the capability to link Master Name records to a Master Location record.	
The OnCall Records solution shall provide the capability to link Employee records to a Master Location record.	
The OnCall Records solution shall provide the capability to link Calls For Service records to an Master Location record.	
The OnCall Records solution shall provide the capability to link Impound/Tow records to an Master Location record.	
3.25 Master Names	
The OnCall Records solution shall provide the capability to link an Incident record to a Master Name record.	
The OnCall Records solution shall provide the capability to link an Arrest records to a Master Name record.	
The OnCall Records solution shall provide the capability to link a Booking records to a Master Name record.	
The OnCall Records solution shall provide the capability to link a Citation records to a Master Name record.	
The OnCall Records solution shall provide the capability to record Caution Code properties for a Master Name record.	
The OnCall Records solution shall provide the capability to link a Field Interview records to a Master Name record.	
The OnCall Records solution shall provide the capability to link a Property records to a Master Name record.	
The OnCall Records solution shall provide the capability to link an Evidence records to a Master Name record.	
The OnCall Records solution shall provide the capability to record MO properties for a Master Name record.	
The OnCall Records solution shall provide the capability to record Identifiers and Descriptions properties for a Master Name record.	
The OnCall Records solution shall provide the capability to link Vehicle records to a Master Name record.	
The OnCall Records solution shall provide the capability to record Employer properties for a Master Name record.	
The OnCall Records solution shall provide the capability to record Alias properties for a Master Name record.	
The OnCall Records solution shall provide the capability to record Registration properties for a Master Name record.	
The OnCall Records solution shall provide the capability to link Group Tracking record to a Master Name record.	
The OnCall Records solution shall provide the capability to link a Court Document record to a Master Name record.	
The OnCall Records solution shall provide the capability for changes saved by a user are immediately available to all other users and associated records, in a Master Names record.	
The OnCall Records solution shall provide the capability to link Permit/License records to a Master Name record.	
The OnCall Records solution shall provide the capability to record narrative properties for a Master Names record.	
The OnCall Records solution shall provide the capability to display the following flags for a Master Name record:	
• Juvenile	
• Incarcerated	
• Active Warrant	
• Sex Offender	
The OnCall Records solution shall provide the capability to record Name History properties for a Master Name record.	
The OnCall Records solution shall provide the capability to record Address History properties for a Master Name record.	
The OnCall Records solution shall provide the capability to record Phone History properties for a Master Name record.	
The OnCall Records solution shall provide the capability to record Identifier History (SS#) properties for a Master Name record.	
The OnCall Records solution shall provide the capability to record Identifier History (DL#) properties for a Master Name record.	
The OnCall Records solution shall provide the capability to record Identifier History (DOB) properties for a Master Name record.	
The OnCall Records solution shall provide the capability to record Physical Description History (Height, Weight) properties for a Master Name record.	
The OnCall Records solution shall provide the capability to record Employer properties for a Master Name record.	

The OnCall Records solution shall provide the capability to record Drivers License State History for a Master Name record.	
The OnCall Records solution shall provide the capability to attach and store images for a Master Name record.	
The OnCall Records solution shall provide the capability to import an image file and store it as an attachment for a Master Name record.	
The OnCall Records solution shall provide the capability to attach and store scanned document image files for a Master Name record.	
The OnCall Records solution shall provide the capability to record Scars, Marks, and Tattoos properties for a Master Name record.	
The OnCall Records solution shall provide the capability to attach and store fingerprint image files for a Master Name record.	
The OnCall Records solution shall provide the capability to record People (known associate) properties for a Master Name record.	
The OnCall Records solution shall provide the capability to record Group Tracking (gangs) properties for a Master Name record.	
The OnCall Records solution shall provide the capability to record Caution Code properties for a Master Name record.	
The OnCall Records solution shall provide the capability to link Court Document records to a Master Name record.	
The OnCall Records solution shall provide the capability to store a business Name Type to 'BUSINESS', 'GOVERNMENT', or 'SOCIETY' for a Master Name record.	
The OnCall Records solution shall provide the capability to record the following registered offender (Registration) properties for a Master Name record:	
• associated offenses	
• address	
• registration date	
• status	
The OnCall Records solution shall provide the capability to record Death Info properties for a Master Name record.	
The OnCall Records solution shall provide the capability for simultaneous multiple search criteria input in the Master Name module search dialog.	
The OnCall Records solution shall provide the capability to record Nick Name properties for a Master Name record.	
The OnCall Records solution shall provide the capability to record Narratives properties for a Master Name record.	
The OnCall Records solution shall provide the capability to record Skill properties for a Master Name record.	
The OnCall Records solution shall provide the capability to record Relative properties for a Master Name record.	
The OnCall Records solution shall provide the capability to record Activity Log properties for a Master Name record.	
The OnCall Records solution shall provide the capability to link Accident records to a Master Name record.	
The OnCall Records solution shall provide the capability to link Case Management records to a Master Name record.	
The OnCall Records solution shall provide the capability to link Juvenile Document records to a Master Name record.	
The OnCall Records solution shall provide the capability to link Juvenile Booking records to a Master Name record.	
The OnCall Records solution shall provide the capability to link Inmate Tracking records to a Master Name record.	
The OnCall Records solution shall provide the capability to link Use Of Force records to an Master Name record.	
The OnCall Records solution shall provide the capability to link Impound/Tow records to a Master Name record.	
3.26 Master Vehicle	
The OnCall Records solution shall provide the capability to capture the following information in the Master Name record.	
• Vehicle Identification Number (VIN)	
• Vehicle Make	
• Vehicle Model	
• Vehicle Plate	
• Vehicle Year	
• Vehicle Color	
• Vehicle Style	
• Registration information	
• Owner name	
• Associated name links	
• Associated incident links	
The OnCall Records solution shall provide the capability to link Accident records to a Master Vehicle record.	

The OnCall Records solution shall provide the capability to link Citation records to a Master Vehicle record.	
The OnCall Records solution shall provide the capability to link Incident records to a Master Vehicle record.	
The OnCall Records solution shall provide the capability to link Name records to a Master Vehicle record.	
The OnCall Records solution shall provide the capability to link Name (Business) records to a Master Vehicle record.	
The OnCall Records solution shall provide the capability to link Field Interview records to a Master Vehicle record.	
The OnCall Records solution shall provide the capability to link Impound/Tow records to a Master Vehicle record.	
The OnCall Records solution shall provide the capability highlight stolen vehicles in a Master Vehicle module search return list.	
The OnCall Records solution shall provide the capability for simultaneous multiple search criteria input in the Master Vehicle module search dialog.	
The OnCall Records solution shall provide the capability to attach and store documents in the Master Vehicle module.	
The OnCall Records solution shall provide the capability to record Trailer properties for a Master Vehicle record.	
The OnCall Records solution shall provide the capability to record Caution Codes properties for a Master Vehicle record.	
The OnCall Records solution shall provide the capability to record Comments properties for a Master Vehicle record.	
The OnCall Records solution shall provide the capability to record History properties for a Master Vehicle record.	
The OnCall Records solution shall provide the capability to record Activity Log properties for a Master Vehicle record.	
The OnCall Records solution shall provide the capability to link Arrest records to a Master Vehicle record.	
The OnCall Records solution shall provide the capability to link Evidence records to a Master Vehicle record.	
The OnCall Records solution shall provide the capability to link Permit/License records to a Master Vehicle record.	
The OnCall Records solution shall provide the capability to link Vehicle Pursuit records to a Master Vehicle record.	
3.27 Miscellaneous Service	
The OnCall Records solution shall provide the capability to link Incident records to a Miscellaneous Service record.	
The OnCall Records solution shall provide the capability to link Accident records to a Miscellaneous Service record.	
The OnCall Records solution shall provide the capability to link Master Name records to a Miscellaneous Service record.	
The OnCall Records solution shall provide the capability to link Call for Service records to a Miscellaneous Service record.	
The OnCall Records solution shall provide the capability to link Master Vehicle records to a Miscellaneous Service record.	
The OnCall Records solution shall provide the capability to record Building Checks properties for a Miscellaneous Service record.	
The OnCall Records solution shall provide the capability for simultaneous multiple search criteria input in the Miscellaneous Service module search dialog.	
The OnCall Records solution shall provide the capability to attach and store documents in the Miscellaneous Service module.	
3.28 Missing Persons	
The OnCall Records solution shall provide the capability to link Related Missing History records to a Missing Person record.	
The OnCall Records solution shall provide the capability to link a Name record to a Missing Person record.	Met with creation of custom fields
The OnCall Records solution shall provide the capability to attach an image file (ex., composite sketch), to a Missing Person record.	
The OnCall Records solution shall provide the capability to import an image file and store it as an attachment for a Missing Person record.	
The OnCall Records solution shall provide the capability to attach and store scanned document image files for a Missing Person record.	Met with creation of custom fields
The OnCall Records solution shall provide the capability for simultaneous multiple search criteria input in the Missing Person module search dialog.	Met with creation of custom fields
The OnCall Records solution shall provide the capability to generate a Missing Person poster.	
The OnCall Records solution shall provide the capability to attach and store documents in the Missing Person module.	
The OnCall Records solution shall provide the capability to record Reporting Person properties for a Missing Person record.	
The OnCall Records solution shall provide the capability to record Alternate Contact properties for a Missing Person record.	
The OnCall Records solution shall provide the capability to record Last Seen Address properties for a Missing Person record.	
The OnCall Records solution shall provide the capability to record Items/Wearing properties for a Missing Person record.	
The OnCall Records solution shall provide the capability to record Comments properties for a Missing Person record.	
The OnCall Records solution shall provide the capability to record Activity Log properties for a Missing Person record.	

The OnCall Records solution shall provide the capability to link Case Management records to a Missing Person record.	
The OnCall Records solution shall provide the capability to link Incident records to a Missing Person record.	
3.29 Permit/License/Registration	
The OnCall Records solution shall provide the capability to enter and store Gun Permit information in a Permit/License/Registration record.	
The OnCall Records solution shall provide the capability to link a Name record to a Permit/License/Registration (Gun) record.	
The OnCall Records solution shall provide the capability for simultaneous multiple search criteria input in the Permits/License module search dialog.	
The OnCall Records solution shall provide the capability to attach and store documents in the Permits/License module.	
The OnCall Records solution shall provide the capability to print a Permit/License Data Sheet.	
The OnCall Records solution shall provide the capability to define permit/license category/type (ex., taxi driver, security officer, massage therapist) in the Permits/License module.	Met with creation of custom fields
The OnCall Records solution shall provide the capability to record Payments properties for a Permits/License record	
The OnCall Records solution shall provide the capability to record Activity Log properties for a Permits/License record	
The OnCall Records solution shall provide the capability to link Vehicle records to a Permits/License record.	
The OnCall Records solution shall provide the capability to link Employee records to a Permits/License record.	
The OnCall Records solution shall provide the capability to link Alarm records to a Permits/License record.	
The OnCall Records solution shall provide the capability to link Property records to a Permits/License record.	
3.30 Property (Stolen, Lost, Recovered)	
The OnCall Records solution shall provide the capability to link Master Name records to a Property record.	
The OnCall Records solution shall provide the capability to link Incident records to a Property record.	
The OnCall Records solution shall provide the capability to capture lost, stolen or recovered Disposition for a Property record.	
The OnCall Records solution shall provide the capability to Save and Add Another copy of a Property record as a new Property record.	
The OnCall Records solution shall provide the capability to copy related property information from a stolen Property Record to an Evidence Record for tracking, by selecting a button in the Property module.	
The OnCall Records solution shall provide the capability to capture NCIC entry information and date for Property record.	
The OnCall Records solution shall provide the capability to capture the following information in a Property record:	
• Serial #	
• Owner Applied #	
• Brand	
• Model	
• Color	
• Description	
• Value	
• Units (Number)	
The OnCall Records solution shall provide the capability to capture the following category information in a Property record:	
• Firearms	
• Money	
• Drugs/Narcotics	
The OnCall Records solution shall provide the capability to link Name records to a Property record.	
The OnCall Records solution shall provide the capability to capture UCR information in a Property record.	
The OnCall Records solution shall provide the capability to capture the following secondary action information in a Property record:	
• weapon information	
• date occurred	
• date reported	
• scene location	
The OnCall Records solution shall provide the capability to print a Property record data sheet report including Incidents and Names related data.	

The OnCall Records solution shall provide the capability for simultaneous multiple search criteria input in the Property module search dialog.	
The OnCall Records solution shall provide the capability to attach and store documents in the Property module.	
The OnCall Records solution shall provide the capability to record Currency properties for a Property record.	
The OnCall Records solution shall provide the capability to record Comments properties for a Property record.	
The OnCall Records solution shall provide the capability to record Activity Log properties for a Property record.	
The OnCall Records solution shall provide the capability to link Evidence records to a Property record.	
The OnCall Records solution shall provide the capability to link Permit/License records to a Property record.	
3.31 Use of Force	
The OnCall Records solution shall provide the capability to capture Reasons in a Use of Force record.	
The OnCall Records solution shall provide the capability to capture Type of Physical Action in a Use of Force record.	
The OnCall Records solution shall provide the capability to capture Additional Firearm Information in a Use of Force record.	
The OnCall Records solution shall provide the capability to capture Taser information in a Use of Force record.	
The OnCall Records solution shall provide the capability to record Officers properties for a Use of Force record.	
The OnCall Records solution shall provide the capability to record Narrative properties for a Use of Force record.	
The OnCall Records solution shall provide the capability to capture the Use of Force Location in a Use of Force record.	
The OnCall Records solution shall provide the capability to record Subject/Witness properties for a Use of Force record.	
The OnCall Records solution shall provide the capability to link Arrest records to a Use of Force record.	
The OnCall Records solution shall provide the capability to link Juvenile Contact (Arrest) records to a Use of Force record.	
The OnCall Records solution shall provide the capability to link Incident records to a Use of Force record.	
The OnCall Records solution shall provide the capability to record Activity Log properties for a Use of Force record.	
3.32 Vehicle Pursuits	
The OnCall Records solution shall provide the capability to capture Reasons in a Vehicle Pursuit record.	
The OnCall Records solution shall provide the capability to capture Vehicle Pursuit information in a Vehicle Pursuit record.	
The OnCall Records solution shall provide the capability to capture Information Relayed by Primary Officer in a Vehicle Pursuit record.	
The OnCall Records solution shall provide the capability to record Agencies Responding properties for a Use of Force record.	
The OnCall Records solution shall provide the capability to capture if Road Spikes were used, in a Vehicle Pursuit record.	
The OnCall Records solution shall provide the capability to record Supervisor Actions properties for a Vehicle Pursuit record.	
The OnCall Records solution shall provide the capability to capture the following Conditions information in a Vehicle Pursuit record: • Weather Conditions • Traffic Volume • Area Type	
The OnCall Records solution shall provide the capability to record Officers properties for a Vehicle Pursuit record.	
The OnCall Records solution shall provide the capability to record Narratives properties for a Vehicle Pursuit record.	
The OnCall Records solution shall provide the capability to capture the Start Location and End Location in a Vehicle Pursuit record.	
The OnCall Records solution shall provide the capability to record Suspects properties for a Vehicle Pursuit record.	
The OnCall Records solution shall provide the capability to link Arrest records to a Vehicle Pursuit record.	
The OnCall Records solution shall provide the capability to link Juvenile Contact (Arrest) records to a Vehicle Pursuit record.	
The OnCall Records solution shall provide the capability to link Master Vehicle records to a Vehicle Pursuit record.	
The OnCall Records solution shall provide the capability to link Accident records to a Vehicle Pursuit record.	
The OnCall Records solution shall provide the capability to link Incident records to a Vehicle Pursuit record.	
The OnCall Records solution shall provide the capability to record Agencies Responding properties for a Vehicle Pursuit record.	
The OnCall Records solution shall provide the capability to record Activity Log properties for a Vehicle Pursuit record.	
Section 4 - Reports	
4.1 Reports	
The OnCall Records solution shall provide an Accident Comparisons by Accident Class report.	

The OnCall Records solution shall provide an Accident Summary report.	
The OnCall Records solution shall provide an Arrest Summary report.	
The OnCall Records solution shall provide a Calls For Service Daily Summary report.	
The OnCall Records solution shall provide a Cases by Clearance Type report.	
The OnCall Records solution shall provide a Cases by Investigation Status report.	
The OnCall Records solution shall provide a Citation Summary report.	
The OnCall Records solution shall provide a CompStat by District report.	
The OnCall Records solution shall provide a CompStat by Post report.	
The OnCall Records solution shall provide a CompStat by Sector report.	
The OnCall Records solution shall provide a Court Documents Summary report.	
The OnCall Records solution shall provide a DUI Summary report.	
The OnCall Records solution shall provide an Employee Demographics report.	
The OnCall Records solution shall provide an Evidence Summary report.	
The OnCall Records solution shall provide a Field Interview Daily Summary report.	
The OnCall Records solution shall provide an Incident Daily Summary report.	
The OnCall Records solution shall provide an Incident Offense Summary report.	
The OnCall Records solution shall provide an Incident Overdue Status report.	
The OnCall Records solution shall provide an Officer Activity report.	
The OnCall Records solution shall provide an Officer Activity by District report.	
The OnCall Records solution shall provide an Officer Activity by Officer Command report.	
The OnCall Records solution shall provide an Officer Activity by Officer District report.	
The OnCall Records solution shall provide a Personnel Summary report.	
The OnCall Records solution shall provide a Property by Value report.	
The OnCall Records solution shall provide a Property Summary report.	
The OnCall Records solution shall provide a Top Accident Locations report.	
The OnCall Records solution shall provide a Top Accident Locations by Month report.	
The OnCall Records solution shall provide a Use-of-Force Summary report.	Standard UseOfForce report

ATTACHMENT H: INTERFACE ADDENDUM

Unless other information is included as part of the Interface Addendum and specifically included within this SOW, no Interface Addendum is included along with any corresponding Services related to Interfaces.

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 RMS Custom Interface identified in this SOW and Attachment H (Interface Descriptions). The information obtained in combination with the information in Attachment H will be used to develop an Interface Control Document (ICD) 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 the Project team. The ICDs will go through a change control process to ensure validity and alignment with the agreed-upon scope of work. Once the ICDs are approved, changes will be managed through the change control process and reviewed against Project Schedule and/or budget. The Customer shall not make 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 interfaces review 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 following interfaces will be discussed in detail.

The following are regarded as "Custom Interfaces" as the term is defined in Attachment H of this SOW:

- Morpho/Idemia Livescan
- Citation/Crash Export to Crossroads
- Parking ticket import from TurboData
- Export to Motorola CrimeReports
- Lexis Nexis Interface
- Coplink Interface
- Lynx Interface

For descriptions and assumptions regarding each 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 interface review workshop, 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 Assumptions

- This Task will be conducted remotely

- 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

- 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

- Promptly review all draft ICD submissions and provide comments, questions, or approval within ten (10) business days of receipt

- 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 final approval of the ICDs by both Hexagon and the Customer.

Custom Interface Development

Task Description

During this Task, Hexagon will be working remotely to 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

- Creation of Custom Interface ICDs

Task Assumptions

- All work associated with this task will be performed remotely
- Any changes to a third-party interface developed by Hexagon that will alter the agreed-upon ICD will have to follow the change management guidelines in accordance with the Agreement
- Development of the 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

Customer Team Participation and Responsibilities

Customer shall:

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

Task Acceptance Criteria

This Task is complete when all Custom Interfaces listed above are developed.

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 interface functionality and reliability during Functional Testing.

Task Deliverables

- Documentation of Custom Interfaces installation/testing

Task Prerequisites

- Operation or availability of the external system or Third Party Software
- Development and approval of ICDs
- Development of Custom Interfaces

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Install Custom Interfaces
- 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 the Records Cloud Program
- 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
- 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.

Interface Descriptions

Bi-Directional Interface with Morpho/Idemia Livescan

Description:

Hexagon will create an interface that will first send arrest, booking, and name information to Livescan devices. The trigger for the send is yet to be determined but can be (1) automatically sent upon entry of an arrest or booking record in the RMS database or (2) sent upon a request from a Livescan machine or (3) predetermined values in a dropdown field. When the state and federal information is returned back from the Livescan machine, the interface will update the name, arrest and booking records accordingly.

Assumptions:

- The XML format required by the external systems must be provided to Hexagon.
- For bi-directional interfaces, data will be provided via either a shared directory on the Customer's network or via a web service where the data can be pulled.

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.

Citation/Crash Export to Crossroads

Description:

Hexagon will create an interface that will send new/modified citation and crash/collision information from OnCall Records to the Crossroads system.

Assumptions:

- The XML format required by the external systems must be provided to Hexagon.
- For export interfaces, data will be provided via either a shared directory on the Customer's network, FTP location or via a webservice where the data can be pushed to the 3rd party.

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.

Parking Ticket Import from TurboData

Description:

Hexagon will create an interface that will import parking citation information from the TurboData system and store the information into the Citation module in the OnCall Records RMS system.

Assumptions:

- The data format of the information provided by TurboData must be provided to Hexagon but is assumed to be XML, JSON, delimited, fixed length or some other common data format.
- For import interfaces, data will be provided to Hexagon via either a shared directory on the Customer's network, FTP location or via a webservice where the data can be pulled from the 3rd party.

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.

Export to Motorola CrimeReports

Description:

Hexagon will create an interface that will send new/modified incident information from OnCall Records to the CrimeReports system at configurable intervals (i.e. hourly, daily)

Assumptions:

- The data format required by the external systems must be provided to Hexagon but is assumed to be XML, JSON, delimited, fixed length or some other common data format.
- For export interfaces, data will be provided via either a shared directory on the Customer's network, FTP location or via a webservice where the data can be pushed to the 3rd party.

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.

Lexis Nexis Interface (Online Reporting) - Coplogic Records Xalt Interface

Direction: 1-Way Import
Module: Incident
Format: XML
Exchange: File Drop to Shared directory

Description:

Hexagon will install the standard CopLogic Xalt interface that will monitor a shared directory for XML files provided by CopLogic system. The interface will import the data into the incident module in OnCall Records. Hexagon has worked with the CopLogic system before and assumes that file formats and the data exchange will be the same as in the past.

Coplink Interface

Description:

Hexagon will work with the Customer to determine the information needed by Coplink and will create vendor views in a replication database so that Coplink can export the data directly from OnCall Records.

Assumptions:

- Information to be transferred to/from the other system will be determined based on third party requirements
- Bandwidth required will be determined based on third party requirements
- Equipment required: none
- Which party is expected to provide connectivity where required: to be determined based on third party requirements

Lynx Interface

Direction: 1-Way Export
Module(s): Incident, Arrest, Accident, Citation
Format: XML
Exchange: HTTP web server

Description:

Hexagon will provide an Xalt HTTP web server that allows the 3rd party to request information from the incident, arrest, accident, and citation modules based on a date range. The request will return information related to the module in Hexagon's OnCall Records standard XML format.

Assumptions:

- An Interface Control Document (ICD) will be provided for this interface and must be agreed to by the customer before any development effort can begin.
- 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.

ATTACHMENT I: ADDITIONAL SERVICES

Unless other information is included as part of this Additional Services Attachment and specifically included within this SOW, no Additional Services are included within this SOW.

HxGN OnCall Records Train-the-Trainer Training
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, Personnel, Administration, Evidence, and other departments. The users review the modules, searching capabilities, reporting, and other features in the 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)
- Reviewing OnCall Records modules

- Using the Records Properties menuUsing the Records Linked menu
- Linking data
- Configuring alerts
- Exporting search results
- Setting alerts
- Understanding workflow
- Combining Master Index records
- Using canned and Report Server reports

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

TRAINING DETAILS

Method	Conducted by Hexagon Personnel
Target Audience	Agency trainers or end users
Duration	4 Days
Student Capacity	12

I/Leads to OnCall Records Data Conversion/Migration Services

COTS Data Conversion Run 1

Task Description

Hexagon resources will convert the COTS I/LEADS database schema (a single database) by executing conversion scripts. The Customer must provide its I/LEADS database to Hexagon via a secured encrypted hard drive. Hexagon will restore the I/LEADS database backup provided by the Customer into the Hexagon virtual cloud, which is a secured and CJIS compliant environment. Only those Hexagon employees that are CJIS security cleared by Customer to access their data will be allowed access to this environment.

Hexagon resources will then execute the conversion scripts on the I/LEADS RMS database to convert the COTS data fields to the OnCall Records format (Data Run 1). Hexagon resources will validate the data in OnCall Records based on general knowledge of the applications. As part of this task, Hexagon will analyze the incoming data and convert it to ILEADS 9.0 version to facilitate the conversion to OnCall Records schema format.

Task Deliverables

- Migration of the provided COTS I/Leads data into the OnCall Records system
- Delivery of the OnCall Records system database with converted data for Customer

Task Prerequisites

- Before commencing this task, the Customer shall be responsible for identifying and cleaning/merging of duplicated data. No changes to the source data will be permitted until after Data Run 4, which occurs immediately prior to Cutover

Task Assumptions

- The Customer has provided Hexagon with a recent full backup of their existing production database
- The Customer has provided Hexagon with a recent copy of the I/Leads Server environment
- This Task only applies to standard data and does not correspond to data fields that are customized or otherwise do not correspond to OnCall Records data fields

Hexagon Team Participation and Responsibilities

- Migrate legacy COTS I/LEADS data into the internal OnCall Records schema
- Validate data migration process

Customer Team Participation and Responsibilities

- Consult with Hexagon regarding any data migration questions
- Perform data verification and validation
- Clean up and/or merge any duplicate data prior to the final data conversion run

Task Acceptance Criteria

This Task will be considered complete when agreed-upon COTS I/LEADS data has been migrated to the OnCall Records database schema.

Final Data Conversion Run

Task Description

Hexagon resources will have executed scripts reflecting the ability to convert the COTS data in the I/LEADS database schema (a single database). Through this task, Hexagon will execute those scripts for the final time to port existing data within I/LEADS into the OnCall Records Production Environment (Final Data Run). This task would occur immediately prior to Cutover.

Task Deliverables

- Migration of the provided COTS data into the OnCall Records Production Environment
- Final Data Run

Task Prerequisites and Assumptions

- Cutover Plan Creation Task – Complete

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Migrate legacy COTS data into the Customer's OnCall Records database
- Validate data migration process

Customer Team Participation and Responsibilities

Customer shall:

- Consult with Hexagon regarding any data migration questions
- Perform data verification and validation

Task Acceptance Criteria

This task will be considered complete when agreed-upon I/LEADS data has been migrated to the OnCall Records database schema in the production environment.

Records Configuration 4 – Jail

Task Description

During this Task, Hexagon will provide the fourth Records Configuration Session ("Records Configuration Session 4"). 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 | Jail Subsystem. The session will provide the knowledge needed and enable the Customer staff to complete the OnCall Records | Jail configuration and support the Subsystem. This is a hands-on task. Customer's staff will have ongoing configuration and other assignments resulting from this task. Customer will complete its setup of the assigned configuration topics below within ten (10) business days following completion of this Task ("Configuration 4 Period").

Task Deliverables

- Records Configuration 4 Session for the Customer OnCall Records | Jail Core Team

Task Prerequisites

- Records Configuration 3 Session – Complete
- Customer has configured the items identified in Records Configuration 3 within OnCall Records
- The Customer has completed all configuration activities arising from Records Configuration 3

Task Assumptions

- The maximum workshop day is eight (8) hours in length, including breaks
- The Configuration Workshop 4 duration is four (4) days
- The workshop provides for a maximum of eight (8) Core Team Members.
- This is a formal workshop presentation based on the version of OnCall Records

Hexagon Team Participation and Responsibilities

- Provide Records Configuration 4 Session in the installed OnCall Records | Jail Software

Customer Team Participation and Responsibilities

- Customer SMEs have significant knowledge of and/or access to Customer Business Processes.
- Customer has available at least one (1) SME for Records Configuration 4 Session
- Customer has made some configuration changes prior to the Records 4 Configuration Session.
- Designate the Customer OnCall Records | Jail 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
- Provide the facilities, supplies and equipment necessary to support the remote session. A single room with a projector or LCD screen is recommended
- As it pertains to the topics listed above, configure OnCall Records based during the Configuration 4 Period

Task Acceptance Criteria

This Task is complete when Hexagon has delivered the Records Configuration 4 Session to the Customer.

Records Configuration 4 Follow-up Session – Jail

Task Description

Hexagon will provide a Records Configuration 4 Follow-up no earlier than one (1) week after completion of the Records Configuration 4 Session. This remote session will be provided to offer assistance and answer questions that may arise from the Records Configuration 4 Session so that the Customer's Core Team can continue to complete the system setup. This Task occurs during the Configuration 4 Period.

Task Deliverables

- Records Configuration 4 Follow-up session for the Customer OnCall Records | Jail Core Team

Task Prerequisites

- Records Configuration 4 Session – Complete
- Customer has commenced configuring OnCall Records | Jail reflective of the information provided in Records Configuration 4 Session

Task Assumptions

- The remote session will last for a maximum of eight (8) hours including breaks
- The remote session is provided for a maximum of eight (8) Core Team Members
- Session is a formal workshop presentation based on the version of OnCall Records | Jail covered in the Records Configuration 4 Session

Hexagon Team Participation and Responsibilities

- Provide a Records Configuration 4 follow-up remote session for the Core Team Members

Customer Team Participation and Responsibilities

- Designate the Customer OnCall Records | Jail Core Team for attendance
- Provide the facilities, supplies and equipment necessary to support the remote session. A single room with a projector or LCD screen is recommended
- Ensure that appropriate personnel and system administrator are available to actively participate in the scheduled remote session and attendees attend in their entirety

Task Completion Criteria

This Task is complete when Hexagon has completed the Records Configuration 4 Follow-up Session – Jail.

HEXAGON
SAFETY & INFRASTRUCTURE

Statement of Work

for

HxGN OnCall Analytics

Cloud Consulting Services

TABLE OF CONTENTS

1. INTRODUCTION

This Statement of Work together with the attached Quote is part of the Cloud Consulting Services Order and made pursuant to the Master Terms identified in the Quote. This SOW describes the Cloud Consulting Services provided by Hexagon in connection with the initial implementation of the Analytics Cloud Program. To the extent purchased, Cloud Consulting Services to implement OnCall Dispatch or OnCall Records are provided in a separate SOW and are considered part of the Cloud Consulting Services Order. Hexagon will provide the Cloud Consulting Services to facilitate implementation of the Analytics Cloud Program as expressly set forth in this SOW (the "Project").

Unless otherwise defined in this SOW capitalized terms shall have the same meaning as set forth in the Master Terms and Attachment C (Glossary) attached hereto.

Execution of the Quote for the Cloud Consulting Services Order reflects the Customer's acceptance of the Order, including this SOW and any other SOWs made part of the Cloud Consulting Services Order.

2. PURPOSE

The SOW describes the Cloud Consulting Services for the Analytics Cloud Program. It documents: Project implementation requirements, Cloud Application and Local Software functionality, the Activities and Tasks comprising the Project, the timeframe for completion of Activities and Tasks, the responsibilities for each Party, and the Task Acceptance Criteria.

The Services reflected in this SOW are included in the Quote line item, "Analytics Cloud Program Implementation Services."

The SOW includes and incorporates the following Attachments:

- Attachment A – Initial Project Schedule
- Attachment B – IOC Test Scenarios
- Attachment C – Glossary of Terms
- Attachment D – CJIS Security Addendum
- Attachment E – Cloud Application System Requirements
- Attachment F – Additional Services
- Attachment G – HxGN OnCall Analytics Dispatch and Records Delivered Models and Reports

Each task identified in the SOW includes the following as necessary: Task Description, Description of Activities, Task Deliverables, Task Prerequisites and Assumptions, Hexagon/Customer Team Participation and Responsibilities, and Task Acceptance Criteria. The Tasks described in this SOW may not be listed chronologically, and the actual Project implementation Tasks and timelines will follow the Project Schedule, unless otherwise noted.

3. PROJECT OUTLINE

The Project consists of one (1) phase: Initial Operating Capability ("IOC"). During IOC, Hexagon will Onboard Static Data (defined below) for the Analytics Cloud Program, perform System Testing, create the Production and Staging Environments, and provide access to online training materials. For the Project to be successful, it is imperative the Customer review and take advantage of the training materials provided or made available to Customer and timely perform its Activities. Upon IOC completion, the Analytics Cloud Program is able to be used to perform its primary function: provide reporting and analytics capabilities in accordance with the Specifications. IOC Completion also marks the Cloud Program Start Date for the Analytics Cloud Program.

Attachment A: Initial Project Schedule provides an overview of the Project Activities and Tasks, timeframe for completion, and the Party primarily responsible for the identified Activities and Tasks. Additional details and requirements are provided in the Tasks within this SOW, which shall govern in the event of any ambiguity.

Except for Remote Cutover Support, all Tasks reflected in this SOW are regarded as complete and accepted upon Analytics Cloud Program Credentials/License Keys provided to Customer.

4. CLOUD PROGRAM FUNCTIONALITY AND SUPPORT

As part of the Cloud Program, Hexagon shall provide Credentials/License Keys to the COTS Cloud Applications identified in the Quote. The Analytics Cloud Program shall have the capabilities and functionality set forth in the Specifications (assuming correct configuration of Dispatch Cloud program or Records Cloud Program and sufficient and appropriate historical data), which reflects all of the functionality Hexagon is obligated to provide in the Analytics Cloud Program. System Testing shall only test for conformance to the Specifications. Errors identified during testing are addressed in accordance with the terms related to Cloud Services Support. Only Blocker Errors are required to be resolved prior to Initial Operating Capability Achieved. This scope does not include any Product Change Requests.

The Analytics Cloud Program provided as part of this Project is only required to produce the reports described in Attachment G: HxGN OnCall Analytics Dispatch and Records Delivered Models and Reports.

As part of the Analytics Cloud Program, the Customer will have access to various Cloud Environments: Production, Development, and Staging. This Project contemplates most Activities occurring in the Development Environment. After the Analytics Cloud Program completes System Testing, Hexagon will replicate the Development Environment to the Production Environment, Staging Environment, and Training Environment (if purchased).

Upon issuance of the Credentials/License Keys for the Analytics Cloud Program, the Cloud Program Start Date shall have occurred. Consequently, Cloud Services Support will also begin at that time. The Customer is responsible for performing its Cloud Services Support obligations as reflected in the Master Terms for the remainder of the Cloud Term, as may be extended.

At any time after the IOC Credentials Meeting and before completion of the Address Blocker Errors from UAT Task, Customer may request Hexagon to change the nature of the Project from implementation of a Cloud Program to an on-premise OnCall Analytics solution. Under such a scenario, the Analytics software would be converted from the Analytics Cloud Program to an on-premise Subsystem with perpetual licensed software subject to Customer having such comparable software on an active Support Contract. The perpetual licensed software would be licensed to the Customer in accordance with Exhibit A of the Master Terms.

Upon receiving such request, Hexagon shall provide a draft change order modifying the scope to convert the Project from the Cloud Program to an on-premise solution. Among other topics to be addressed within the change order, it will describe any change in Tasks yet to be completed; change in Project Schedule; hardware requirements; operating system, database, and third-party software requirements; additional services, and fees and credits (if any).

Depending on when in the performance of the Project the Customer elects to exercise this option, the Cloud Fees and other fees payable for Services may have to be realigned. With respect to Cloud Fees, any Cloud Fees paid for the Analytics Cloud Program for unused months less fees obligated to Microsoft for the Azure annual expenses encumbered through this Order (i.e. months remaining on the Cloud subscription from the date the request for the Change Order is made) shall be converted to project credit and applied towards any Software not otherwise covered under the then existing Support Contract or Services arising under this Project, any other project, or Maintenance Services. The Customer will be required to exercise this option under the OnCall Dispatch and OnCall Records Orders to exercise this option under the OnCall Analytics Order.

To the extent Customer elects to exercise this option, it shall do so also for Records and Dispatch such that all Subsystems will be implemented in an on-premise environment.

5. CUSTOMER PROJECT TEAM STRUCTURE

The Customer is responsible for providing qualified resources to staff the Core Team (described below) to facilitate a successful implementation of the Analytics Cloud Program. The Core Team roles and responsibilities are described in the following sections.

Core Team Roles and Responsibilities

The Core Team (as described below) shall consist of designated agency (Customer) personnel with the various skill sets and knowledge and backgrounds required to implement OnCall Analytics. The following list identifies the required Core Team and its respective roles and corresponding responsibilities:

- **Project Manager** – responsible for the day-to-day coordination of Project Activities on behalf of the Customer
- **System Administrator Personnel** – responsible for all system administration and configuration responsibilities related to the Analytics Cloud Program
- **Subject Matter Experts** (i.e. users, report-creators, supervisory personnel, IT, networking) – responsible for representing end-users' needs and providing specific IT/networking expertise to the Core Team

6. PROJECT ASSUMPTIONS

The following reflects the assumptions regarding the Project. Changes in any of the assumptions will affect the scope, Project Schedule, and/or cost of the Project.

Agreement and Schedule Assumptions

- This Cloud Consulting Services Order and the Cloud Program Order have been executed by the Customer, accepted by Hexagon, and the Customer has provided a notice to proceed, Purchase Orders (PO) for both Orders, or written confirmation only the execution of the Orders is necessary to bind the Customer.
- The Customer shall perform its assigned Activities set forth in this SOW in the timeframe identified within the Initial Project Schedule (Attachment A) and Project Schedule developed as part of Task: "Project Kickoff Meeting," as modified from time to time. If the Customer requests Hexagon extend the Initial Project Schedule or any subsequent Project Schedule, it acknowledges additional Consulting Services may be necessary for which a Change Order will be required.
- Hexagon will have timely access to Customer Project staff in accordance with the Project Schedule and Tasks. Customer shall make additional personnel available on a priority basis, as needed, to provide subject matter expertise to complete this Project.
- Customer shall have at least one (1): Project Manager, System Administrator, technical resource(s), and SME available to perform and/or support all Customer responsibilities and timely respond to Hexagon requests.
- The Customer shall provide Hexagon with or access to all data, documents, plans, reports, and diagrams, related to this Project and Hexagon responsibilities for this Project.

- Unless otherwise noted 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 electronic format.

- Customer shall conform to the requirements of the Master Terms, including, but not limited to, those provisions related to the Cloud Program, at all times.

- Unless expressly stated in this SOW, all Hexagon Activities will be performed remotely.

- If the Customer desires additional Services from Hexagon, the parties can either enter into a separate Order for those Services or enter into a Change Order to explicitly modify this Order. Except for those Services expressly identified as being performed by Hexagon herein, it is not obligated to provide any other or additional Services under this Order.

- Notwithstanding anything to the contrary within the Master Terms, the Customer shall substantively respond to the delivery of a sign-off form within ten (10) Business Days as part of the Task Acceptance Process.

- Historical data conversion or importation is not included in this Project.

- For meeting or workshops involving both the Customer and Hexagon there will be at least one fifteen (15) minute break every two (2) hours with a one (1) hour lunch break for meetings scheduled to last an entire day (eight (8) hours).

- This SOW shall be performed only after Cloud Cutover of either the Dispatch Cloud Program or Records Cloud Program and has sufficient data to operate the Analytics Cloud Program.

- Given the duration of this Project, no status reporting is included.

Hardware and Software Assumptions

- Local Software, if any, will be electronically delivered to the Local Environment.

- To the extent Local Software is delivered as part of this SOW, the Customer shall provide access to its Local Environment to Hexagon for the duration of the Project.

- No Local Software will be delivered during the Project.

- The Customer will ensure its hardware, operating system software, and other third-party products/environments conform with Attachment E – Cloud Application System Requirements.

- Customer shall purchase all applicable operating systems and software in the Local Environment, including, but not limited to, client workstations, and ensure such operating systems and software meet the minimum requirements as defined in Attachment E Cloud Application System Requirements.

- Customer shall be responsible for the wired and wireless connectivity between servers/clients and clients/clients and with the Cloud Applications.

- To the extent the Customer desires to use the Analytics Cloud Program 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, reduced performance, compromised functionality, or other unintended consequences arising from such use. The Customer also shall not withhold acceptance of any Task or the Cloud Program due to such use.

System Access/CJIS Assumptions

- The Cloud Program shall store data (in either transit or at rest) in the Cloud Environment, which is within Microsoft Azure Government Cloud. Customer is solely responsible for (i) assuring it is permitted by appropriate State agencies to transmit CJI and store data (in either transit or at rest)

in the Cloud Environment and (ii) otherwise complying with and ensuring this Project and the Cloud Program to be provided does not violate applicable State CJIS policies.

- Through inclusion of Attachment D -- CJIS Security Addendum, Hexagon acknowledges and agrees to comply with its limited obligations applicable to a software vendor provided under CJIS.

- Customer shall purchase, install, configure, and administer its Network Infrastructure, including, but not limited to, its WAN/LAN and wireless infrastructure. Customer's wireless infrastructure shall be the same for all agencies

- Upon Customer request, Hexagon personnel accessing the Customer's Cloud Program will 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, Hexagon shall provide a completed fingerprint card completed by a law enforcement agency located within the United States with that agency's specific ORI. Hexagon shall pay the fees for having the fingerprint cards completed by a local law enforcement agency, and Customer shall be responsible for any and all fees associated with processing the completed fingerprint cards and background information.

- 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 Cloud Services and Cloud Consulting Services.

- If necessary, Hexagon shall access the Cloud Program, including Local Software, and Customer Data via SecureLink.

- The Customer is responsible for ensuring that their data communications infrastructure and devices comply with CJIS and applicable State requirements.

Third-Party Assumptions

- Customer shall schedule and coordinate third-party technical resources with the skills necessary to perform and/or support all Customer Responsibilities, respond to Hexagon requests, and support the testing of Interfaces, as required.

- Customer shall maintain, in good working order, all third-party systems which will integrate with Hexagon software or on which the Hexagon software depends as part of this Project except for the Third-Party Software included as part of the Cloud Program and provided thereunder.

- 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 any.

- 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.

7. TRAINING AND DEVELOPMENT

Learning how to use the Analytics Cloud Program is foundational to making the Project successful. Hexagon shall provide the Customer access to principal guides, including the User Guide and System Administrator Guide (the "Guides"). At the Project Kickoff Meeting, Hexagon will also provide the Customer e-learning credentials (the "Base e-learning Credentials") for the courses identified below (collectively, "Base e-learning Courses") per the quantity specified in the Quote accompanying this SOW:

- *Dynamo Curriculum: HxGN OnCall Analytics – Admin – cloud (HXTC0005)*; and

- *Dynamo Curriculum: HxGN OnCall Analytics – User - cloud (HXTC0006)*

The e-learning classes reflect Hexagon's latest learning and training tool, which can and should be used throughout the Project. The Guides and Base e-learning Credentials may be used at all times during the Project; however, the Customer's access to the Base e-learning Credentials shall end one (1) year after formation of this Order, unless otherwise renewed. The Training Statement for the Base e-learning Credentials provided in this Project, is described above, which may be supplemented with other Training Statements for additional e-learning classes purchased and not identified in this SOW.

The Customer should take advantage of these tools during all Phases of the Project. The comprehensive use of these learning tools will facilitate a better transition to OnCall and can lead to more constructive exchanges with Hexagon resources during workshops and consulting sessions. As denoted at certain Tasks, certain prerequisites for Tasks will include Customer personnel having read the relevant sections of the Guides and/or watched the relevant e-learning class.

The part, "HxGN OnCall Analytics - STG – CLD," is part of the Cloud Staging Environment. Notwithstanding anything to the contrary in the Master Terms and in addition to the rights provided with a Cloud Staging Environment, the Customer shall also have the right to have its Users use the Cloud Staging Environment for training purposes in like manner as if the Cloud Staging Environment was also a Cloud Training Environment.

8. PROJECT TASKS

IOC PHASE

1. Project Kickoff Meeting

Task Description

The objective of this Task is to confirm the updated Initial Project Schedule (Attachment A) provided on the Project Start and provide an overview of the Project. A meeting for Project Kickoff will be held after the Project Start date.

Prior to the Kickoff Meeting and after written acceptance of the Cloud Program Order and this Cloud Consulting Services Order, the Hexagon Project Manager will contact the Customer Project Manager to identify the Project Start date and coordinate scheduling the Kickoff Meeting. The project Start Date will be after either the Dispatch Cloud Program or Records Cloud Program, as appropriate, have completed Cloud Cutover. The Project Kickoff meeting shall occur within two (2) Business Days after the Project Start date. The Project Kickoff Meeting will be conducted via online conferencing and shall last no more than four (2) hours.

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 provided within Attachment A. Prior to the Project Kickoff Meeting Task, the Customer Project Manager shall have reviewed the updated Initial Project Schedule and be in a position to succinctly identify any needed changes understanding material extensions of the Initial Project Schedule may require additional Hexagon Services to be added via a Change Order. Once the list of changes has been made to the updated Initial Project Schedule by the Hexagon Project Manager, the Hexagon Project Manager will thereafter provide the Project Schedule to the Customer Project Manager. From time to time, the Parties' Project Managers may modify the Project Schedule upon mutual written consent or upon transmission of an updated Project Schedule to the Customer Project Manager as part of a status report and the Customer Project Manager offers no objection to the updated Project Schedule within ten (10) Business Days thereafter.

As part of the Project Kickoff Meeting, Hexagon Project Manager shall provide to Customer: (i) access credentials to Hexagon online training materials and (ii) any applicable Interface Worksheets (as described in the Interface Addendum), if any. At the Project Kickoff Meeting, the Customer shall provide: (i) contact information for all members of its Core Team and Executive/Departmental Sponsor (if different than previously provided, (ii) proposed alterations to the updated Initial Project Schedule, (iii) contact information for any third party vendors which the Cloud Program will integrate as contemplated in the Interface Addendum, and (iv) identify to Hexagon any perceived concerns or risks with the Project.

Task Deliverables

- Project Schedule
- Access credentials to Hexagon online training materials

Task Prerequisites

- The following Activities must be completed prior to beginning this Task:
  - The Cloud Consulting Services Order and Cloud Program Order have been accepted in writing by the Customer and the Customer has issued to Hexagon Purchase Orders for the full amount reflected in both Quotes (or the Customer has indicated in writing it does not need to issue Purchase Orders to facilitate transactions of this type)
  - 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
- Customer's Core Team has reviewed this SOW
- Customer is in compliance with Attachment E – Cloud Application System Requirements
- Dispatch Cloud Program and/or the Records Cloud Program, as appropriate, have completed Cloud Cutover.

Task Assumptions

- The Hexagon Project Manager will conduct the meeting via online conferencing.
- The Core Team and the Hexagon Project Manager shall attend the Project Kickoff Meeting.
- The Project Kickoff Meeting will last no more than two (2) hours unless otherwise extended because other SOWs are to be discussed (as described above).

Hexagon Team Participation and Responsibilities

- The Hexagon Project Manager shall attend the Project Kickoff Meeting
- Hexagon shall:
  - Provide an overview of this Project and address non-technical questions;
  - Conduct an overview of the Project including a review of the SOW to verify all aspects of the Project approach;
  - Prepare the updated Initial Project Schedule the parties will review during the Project Kickoff Meeting.

Customer Team Participation and Responsibilities

- The Core Team shall attend the Project Kickoff Meeting.
- The Customer shall:
  - Provide Hexagon: contact information for all members of its Core Team and Executive/Departmental Sponsor, (ii) proposed alterations to the updated Initial Project Schedule, and (iii) contact information for any third party vendors which the Cloud Program will integrate; and
  - Identify any perceived risks or concerns.

Task Acceptance Criteria

This Task is complete at the conclusion of the Project Kickoff Meeting and delivery of the Project Schedule to Customer.

2. Create Development Environment

The objective of this Task is to create and "spin-up" the Customer's Development Environment for the Analytics Cloud Application and Onboard the standard Hexagon static data set to facilitate IOC Activities.

The Development Environment with the Onboarded Hexagon Static Data will be used for System Testing and as the basis for the replicated environments. Hexagon will programmatically Onboard the Static Data. Hexagon will inform the Customer once the Static Data has been Onboarded and the applicable Development Environment for Customer has been created.

Task Prerequisites

The following items must be completed prior to beginning this Task:

- Task: "Project Kickoff" has been completed.

Task Assumptions

- The Hexagon Static Data will be implemented as part of Development Environment Creation Task.

Hexagon Team Participation and Responsibilities

- Hexagon will create the Cloud Environment (only Development Environment at this Task) with the Analytics Cloud Applications identified in the Cloud Program Order, which will be used for subsequent Tasks (Customer is not provided Credentials/License Keys at this time).

Customer Team Participation and Responsibilities

- None

Task Acceptance Criteria

This Task shall be complete upon creation of the Development Environment.

3. IOC Testing

The objective of this Task is to test the Analytics Cloud Program following Onboarding and resolve any Blocker Errors prior to tendering the Credentials/License Keys to the Customer.

Following completion of the Analytics Cloud Onboarding Task, Hexagon will test the Analytics Cloud Program to identify and resolve any identified Blocker Errors as compared to the Specifications. The System Testing consists of Hexagon programmatically executing the IOC Test Scenarios described in Attachment B against the Analytics Cloud Program. Hexagon will conduct the System Test remotely. To the extent the System Testing identifies a Blocker Error, Hexagon will address the Blocker Error. System Testing may discover Permissive Errors, but those Permissive Errors will not preclude completion of this Task or any other Task, including Cloud Cutover. Following System Testing and Blocker Error resolution efforts, if any, Hexagon shall provide to the Customer written confirmation the Analytics Cloud Program has completed System Testing and no known Blocker Errors exist.

Task Prerequisites

> The following items must be completed prior to beginning this Task:

- Task: "Create Development Environment" has been completed.

Task Assumptions

- System Testing will consist of only testing the Analytics Cloud Program against the IOC Test Scenarios in Attachment B.

Hexagon Team Participation and Responsibilities

- Hexagon shall:
  - Execute IOC Test Scenarios; and
  - Address Blocker Errors, if any.

Customer Team Participation and Responsibilities

- None.

Task Acceptance Criteria

This Task is complete upon completion of System Testing and Addressing Blocker Errors as outlined above.

4. Replicate Cloud Environments

Task Description

Up to this point in the Project, the Project has focused on Onboarding, configuring, and testing the Analytics Cloud Program in the Development Environment, which was the only Cloud Environment available. Following completion of Testing, Hexagon will replicate the Development Environment in the newly created Staging Environment and Production Environment.

Task Deliverables

- Replication of Production Ready System in a Staging Environment and Production Environment

Task Prerequisites

- Completion of System Testing Task.

Task Assumptions

- None.

Hexagon Team Participation and Responsibilities

- Hexagon resources will replicate the Production Ready System in a Staging Environment and Production Environment

County Team Participation and Responsibilities

- None

Task Acceptance Criteria

This Task is complete when Hexagon has replicated the Production Ready System into the Staging Environment and Production Environment.

5. IOC Training

Task Description

The objective of this Task is to facilitate the transfer of knowledge and information necessary for the Core Team to use the Analytics Cloud Program.

As part of the Project Kickoff Meeting Task, Hexagon provided the Customer Project Manager online training credentials, which the Customer Project Manager shall manage and distribute among appropriate Customer personnel, including the Core Team and Users. As the online training materials form part of the foundation for training, it is imperative the Core Team review the online training materials identified below and understand the information being disseminated.

The other central tenant of training is the System Administration and User Documentation provided by Hexagon. The Core Team should have read the portions of the Documentation identified below. The Customer should have viewed and read the training materials within fifteen (10) Business Days from Project Start ("IOC Training Period"). This Task is being performed concurrently with other IOC Tasks (except for Project Kickoff Meeting). The Core Team should be very familiar with the information presented in the training materials identified below ("Core Team Training Materials").

Online Training Courses to be completed during IOC:

- HxGN OnCall Analytics Administrator Fundamentals (eLearning)
- HxGN OnCall Analytics User Training (eLearning)

Documentation to be read during IOC:

- HxGN OnCall Analytics Administrator Guide (document)
- HxGN OnCall Analytics User Training Guide (document)

Task Prerequisites and Assumptions

- Hexagon has provided:
  - Access to Hexagon online training credentials provided to Customer; and
  - Access to Hexagon training Documentation provided to Customer

Hexagon Team Participation and Responsibilities

- Instructor-led Train-the-Trainer training completed as described in Attachment F: Additional Services

Customer Team Participation and Responsibilities

- Customer Project Manager has distributed access credentials to Hexagon online training materials and training Documentation to Core Team.
- The Core Team shall view and read IOC Training Materials.
- Customer Project Manager will manage the Customer's training compliance and report to Hexagon Project Manager once the Customer Core Team has completed the requirements of this Task.

Task Acceptance Criteria

This Task is complete upon the earlier of: (i) the Customer Project Manager reports the Core Team has viewed and read the IOC Training Materials or (ii) the IOC Training Period has lapsed.

6. IOC Credentials Meeting

As part of this Task, Hexagon will host a remote meeting with the Customer Project Manager to: (i) deliver to Customer the Credentials/License Keys applicable to the Cloud Analytics Program as identified in the Quote to the Cloud Program Order and (ii) ensure the Customer Project Manager is able to access the Cloud Program with the Cloud Credentials/License Keys ("Credentials Delivery Meeting"). The Credentials Delivery Meeting is complete once those two objectives are achieved. Completion of this Task also serves to mark when the Cloud Term and Subscription Term (if applicable) commences and when the Cloud Fees and fees for Subscription Licenses (if applicable) become payable.

Task Deliverables

- Delivery of Credentials/License Keys for Analytics Cloud Program included within the Quote.
- Customer can login to the Analytics Cloud Program using Credentials/License Keys.

Task Prerequisites

- Tasks: "IOC Testing" and "Replicate Cloud Environments" are complete.

Task Assumptions

- Customer has necessary hardware, equipment, and Network Infrastructure ready and available to access the Cloud Program.
- The Credentials Delivery Meeting is of a limited duration and only intended to cover the two topics specified above.

Hexagon Team Participation and Responsibilities

- Hexagon shall:
  - Host the Credentials Delivery Meeting;
  - Deliver Credentials/License Keys for Analytics Cloud Program;
  - Ensure the Customer can log into the Analytics Cloud Program to confirm connectivity; and
  - Address Customer reported issues with accessing the Analytics Cloud Program.

Customer Team Participation and Responsibilities

- Customer Project Manager and/or SME will attend the Credentials Delivery Meeting.
- Customer shall access the Analytics Cloud Program via the Credentials/License Keys provided during the Credentials Delivery Meeting.
- Report to Hexagon verbally during the Credentials Delivery Meeting whether the Customer can access the Analytics Cloud Program or identify issues encountered in accessing the Analytics Cloud Program.
- If Customer encounters issues in accessing the Analytics Cloud Program, it will work collaboratively with Hexagon to troubleshoot and address the issue until resolution.

Task Acceptance Criteria

- This Task is complete when Hexagon has delivered the Analytics Cloud Program Credentials/License Keys to Customer and confirmed the Customer is able to access the Analytics Cloud Program.

9. TERMS OF PAYMENT

The payment milestones below are only for the Cloud Consulting Services described in this SOW and are exclusive of any payments or payment obligations associated with Services provided outside of this scope. The milestones below are also exclusive of any other SOW comprising this Order. Payment milestone associated with those SOW(s) shall be addressed therein.

PAYMENT MILESTONE	PAYMENT
Upon Completion of Task: IOC Credentials Meeting	$14,419.63

The fees associated with the Cloud Program Order (Cloud Program Fees and payments due for Subscription Licenses (if any)) in the amount of **$26,078.76** in accordance with the attached Quote, shall be collectively due at the completion of the IOC Credentials Meeting and are not included in the milestone above.

ATTACHMENT A: INITIAL PROJECT SCHEDULE

[following this page]

Task Name	Business Days Since Start	Duration	Resource Names
Analytics Cloud Program	**0 days**	**11.25 days**	
IOC Phase	**0 days**	**11.25 days**	
Project Start	**0 days**	**10.5 days**	
Project Start date	0 days	0 days	HxGN Project Manager
Hexagon delivers updated Initial Project Schedule and Preparation for Kickoff Meeting	0 days	0.5 days	HxGN Project Manager
Customer reviews updated Initial Project Schedule	0.5 days	10 days	Customer
Project Kickoff Meeting	**0 days**	**2.5 days**	
Hexagon hosts Project kickoff meeting	2.5 days	0.25 days	HxGN Project Manager
Hexagon delivers Access to Online Training Materials	2.75 days	0 days	HxGN Project Manager
Hexagon delivers Interface Worksheets (if applicable)	2.75 days	0 days	HxGN Project Manager
Hexagon delivers Project Schedule to Customer	4.75 days	0.25 days	HxGN Project Manager
Onboarding and Creation of Cloud Environment	**0 days**	**0.5 days**	
Hexagon Creates Development Environment and Onboards default Static Data	2.75 days	0.5 days	HxGN Cloud Implementer
System Testing	**0 days**	**2.5 days**	
Hexagon executes IOC Scenarios	3.25 days	0.5 days	HxGN Cloud Implementer
Hexagon addresses Blocker Errors	3.75 days	2 days	HxGN Cloud Implementer[25%]
Hexagon provides written confirmation regarding System Testing	5.75 days	0 days	HxGN Project Manager
IOC Training	**0 days**	**8 days**	
Customer Core Team Completes IOC Training	2.75 days	8 days	Customer
Customer reports IOC Training Compliance	10.75 days	0 days	Customer
IOC Completion	**0 days**	**0.5 days**	
Hexagon hosts Credentials Delivery Meeting	10.75 days	0.5 days	HxGN Project Manager
Hexagon delivers Credentials/License Keys	11.25 days	0 days	HxGN Project Manager

ATTACHMENT B: IOC TEST SCENARIOS

The following is a list of the test scenarios that will be executed to confirm that the Analytics Cloud Program Development Environment is stable and ready for customer use:

Execute Reports with Customer UAT Test Data

- Agency Response
- Call Statistics
- Calltaker and Dispatcher Workload
- Cross Unit Dispatch
- Events by Type by Location
- Facility Recommendations
- Full Complement
- Response Time Statistics
- Tow Statistics

ATTACHMENT C: GLOSSARY OF TERMS

Capitalized terms within the SOW are defined as follows:

"Analytics Cloud Program" means a certain Cloud Program that pertains only to OnCall Analytics.

 "Blocker Error" means a Level One Error.

"CJIS" means the Criminal Justice Information Services Security Policy version number 5.8 formally published by the Federal Bureau of Investigation, Criminal Justice Information Services Division.

"Cloud Consulting Services Order" means this Order for Cloud Consulting Services related to the Cloud Applications identified in the Cloud Program Order

"Cloud Program Order" means that certain Order, which identifies the Cloud Applications and Cloud Term, executed simultaneously with this Order. For purposes of clarity, the Cloud Program Order is separate and distinct from the Cloud Consulting Services Order.

"COTS Interfaces" means those Interfaces specifically identified in in the Interface Addendum (if any),

"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 Interface(s) specifically identified in the Interface Addendum (if any)

"Cutover Plan" means a document reflecting the Activities and actions necessary to complete Cloud Cutover

"Day" means a calendar day.

"Dispatch Cloud Program" means a certain Cloud Program, or as applicable, collection Cloud Applications, that pertains only to OnCall Dispatch, including but not limited to, OnCall Dispatcher, OnCall Calltaker, OnCall Viewer, OnCall Mobile Unit, and OnCall Mobile Responder

"FIPS" means Federal information processing standards, which describe document processing, encryption, and other information technology standards for government contractors.

"Fire/EMS" means the agency(ies) of Customer that are primarily oriented towards firefighting and emergency medical response.

"GIS" means geographic information system

"Initial Project Schedule" means the initial iteration of the Project Schedule, which is contained in Attachment A 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 based upon the requirements set forth in the Interface Addendum.

"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.

"Law" means the agency(ies) of Customer that are primarily oriented towards statutory and regulatory code enforcement and service.

"NCIC" means the National Crime Information Center.

"Network Infrastructure" means the provision of adequate network and internet connectivity to provide sufficient operational bandwidth for the operation of the Cloud Program in a manner consistent with the

Product System Specifications together with all industry-standard network security, monitoring, and protection.

"**Permissive Errors**" means a substantially failed Test Case that would correspond to a Level Two, Level Three or Level Four Error (as defined in the Master Agreement) if the Error occurred in a live environment.

"**Production Ready System**" means the earlier of: the point at which the Customer is either satisfied with the testing results for the Cloud Program or the resolution of all Blocker Errors reporting during UAT.

"**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 Start**" means the date following mutual acceptance of the Cloud Consulting Services Order on which Hexagon communicates to the Customer the Project shall commence.

"**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.

"**Records Cloud Program**" means a certain Cloud Program that pertains only to OnCall Records.

"**Site Configuration Document**" means a document reflecting the configurations made to the System.

"**Specifications**" means the ability to produce the Reports. To the extent there is any ambiguity as to the interpretation or meaning of a Specification, the actual functionality exhibited in the COTS Software shall control.

"**Standard Interfaces**" means those Interfaces specifically identified in the Interface Addendum (if any),

"**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 by Hexagon.

"**Updated Initial Project Schedule**" means the Initial Project Schedule updated by the Parties' Project Managers during Project Initiation Task and reflecting the actual Project Start.

"**VPN**" means virtual private network.

ATTACHMENT D: 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 E: CLOUD APPLICATION SYSTEM REQUIREMENTS

[following this page]

HxGN OnCall® Suite

System Specifications for Cloud Deployments

Release date: 10/7/2020
Release version: 10.00.2009
Release type: On-premises
Released by: Hexagon Global Product Center
Release method: Hexagon Global Software Delivery Process

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Contents

General Notes

This document provides the specifications for hardware and software required to support the HxGN OnCall Dispatch Cloud Program. The system specifications included in this document apply to HxGN OnCall Dispatch Application Client specifications only. The HxGN OnCall Dispatch Cloud applications are cloud-hosted and the server components required to support the various customer configurations and resource needs are provided based on the Cloud Services documented in the associated Cloud Program Orders.

The client specifications in this document reflect technology that is currently considered standard and is routinely available from hardware vendors. These specifications should be used when purchasing new equipment. For customers with existing hardware and planning on a software upgrade, these specifications are intended to serve as a guide for determining whether existing equipment should be upgraded or replaced to support a mission-critical configuration.

HxGN Specifications

Cloud Access Network Specifications

The Hexagon Cloud Applications require Client network latency to be no more than 20 milliseconds (ms) to avoid potential HxGN OnCall Dispatch Application performance degradation. Some customers may want a dedicated connection to the Cloud platform provider. In the case of a dedicated connection, the specifications of that connection are agreed upon during contract negotiation and are separate from the system specifications contained in this document.

Browser Requirements

Customers should use Google Chrome™ browser version 77 (or greater) to access and use the Cloud Program.

Desktop Client Specifications

OnCall Dispatch Client Workstations

Item	Specification
Processors	i3-2350M processor or greater (Not ARM)
Memory	8 GB
Internal Disk	80 GB or greater (Solid State is recommended but not required.)[1]
OS	64-bit Windows 10
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 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 client application require ~80 GB of space.*

HxGN OnCall Dispatch | Records Client Workstations

Item	Specification
Processors	i3-2350M Processor or greater (Not ARM)
Memory	8 GB
Internal Disk	80 GB or greater
OS	Windows 10 64-bit
Video	1024x768 resolution display or better
Webcam (optional)[1]	Any Windows-compatible webcam
Example Hardware	Dell or HP compatible

[1] *Webcam only needed to use optional image capture feature.*

HxGN OnCall Dispatch | Analytics Client Workstations

Item	Specification
Processors	i3-2350M Processor or greater (Not ARM)
Memory	8 GB
Internal Disk	80 GB or greater (Solid State is recommended but not required.)[1]
OS	Windows 10 64-bit
Video	1920x1080 resolution display or better
Example Hardware	Dell OptiPlex 3000 series

[1] *The OS and client application require ~80 GB of space.*

Mobile Client Specifications

HxGN OnCall Dispatch | Mobile Unit Client Specifications

Item	Specification
Processors	i3-2350M Processor or greater (Not ARM)
Memory	4-8 GB[1]
Internal Disk	80 GB or greater (Solid State is recommended but not required.)[2]
OS	Windows 10[3]
Video	1024x768 resolution display Touch screen recommended
Ports	RS-232 Serial\USB
Optical Drive	Recommended but not required
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] *The OS and Mobile Unit application require ~80 GB of space. If pictometry or other data resides on the device, then additional space is required.*

[3] *Mobile Unit has not been tested on Windows 8. 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 Handheld Client Specifications

- Apple Inc.® devices (iPhone® and iPad®) with iOS 9.0 or greater (Tested using iPhone 6, iPad Mini, and iPad Pro)

- Google LLC Android devices with OS versions 5.0 or greater (Tested using Galaxy S6, LeEco Le2, Moto G2, and OnePlus One)

Certification has been performed on a limited number of devices due to the extreme diversity in the Android market. Testing has been performed with the platforms and devices listed above. While other devices are certainly viable, Hexagon strongly recommends customers to test with a single device before purchasing large quantities.

HxGN OnCall Dispatch | Tracker GPS Device Specifications

📋 Hexagon AVL products only support the protocols listed below. Devices that support one of these protocols should be compatible with the HxGN OnCall Dispatch | Tracker product.

Protocols supported:

- NMEA (National Marine Electronics Association)
- TAIP (Trimble ASCII Interface Protocol)
- OpenSky Subscriber Application Interface (M/A-COM Tyco Electronics – Revision 1.3)
- BlueTree (IO Management and Event Reporting for the BlueTree 4000 and 5000 Series – Version 1.0)
- OMA/MLP

Technical Support and Information

Hexagon's Safety & Infrastructure division provides several ways to access information and to contact support, including self-help tools and phone support.

Self-Help Support Tools

Hexagon provides several electronic self-help support tools to answer your support questions 24/7.

1. Go to the *Support page* (*https://support.hexagonsafetyinfrastructure.com/infocenter/index?page=home*).

2. In the **Please Sign In** box, type your username and password and click **Login**.

   📋 If you are not a registered user, click the **Not a Registered User?** link and complete the **New User Registration** form.

3. On the **Welcome to Support** page, click **Products**.

4. From the **Products** list, click the link to your product.

5. On the product page under **Product Releases**, click the product release you want to view.

   📋 For information on open-source software in the product, click **Open-Source Software Notices** in the **Product Information** box (if the option is available).

6. On the product release page, click the document you want to read:

   - To read about new or enhanced features, click **Release Notes**.

   - To read about defects that have been fixed, click **Issues Resolved**.

   - To read about system requirements, click **Supported Environments**.

📋 **Release Notes** and **Issues Resolved** might not be available for the initial release of a product because an initial release has all new features and no updated features. Some minor releases might not provide **Release Notes** or **Issues Resolved**.

Phone Numbers

For general Hexagon information, please call 800-345-4856 (US). For North American phone support, see the *Contact Support page* (*https://support.hexagonsafetyinfrastructure.com/infocenter/index?page=contact_suppor t*). For worldwide support, please contact your *local Hexagon office* (*http://www.hexagonsafetyinfrastructure.com/global-locations*).

ATTACHMENT F: ADDITIONAL SERVICES

HxGN OnCall Analytics | Dispatch User Training

COURSE OVERVIEW

HxGN OnCall Analytics | Dispatch offers the ability to perform reporting and analysis from a data warehouse containing data from databases, as well as provide capabilities for the user to view and modify reports and conduct ad-hoc queries from the data warehouse.

This course is designed to familiarize the end user with HxGN OnCall Analytics | Dispatch. It 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.

TARGET AUDIENCE

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

MAJOR TOPICS

OnCall Analytics Report Portal

- Introduction
- Overview and Navigation

Delivered Reports and Data Models

- Overview of delivered reports
- Overview of analytical data models
- Overview of live data models

Creating and Modifying Reports:

- Add Visualizations
- Filtering Visualizations
- Formatting Visualizations
- Pages – Size and Alignment
- Interacting and Sharing

Power Visuals

- Creating pin, cluster and heatmaps
- Playback data over time

PREREQUISITES

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

COURSE DETAILS

Course Duration	Two (2) days
Course Type	Conducted remote by Hexagon Personnel
Student Capacity	Ten (10)

![Hexagon Safety & Infrastructure logo]

HxGN OnCall Analytics | Records User Training

COURSE OVERVIEW

HxGN OnCall Analytics | Records offers the ability to perform reporting and analysis from a data warehouse containing data from databases, as well as provide capabilities for the user to view and modify reports and conduct ad-hoc queries from the data warehouse.

This course is designed to familiarize the end user with HxGN OnCall Analytics | Records. It 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.

TARGET AUDIENCE

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

MAJOR TOPICS

OnCall Analytics Report Portal

- Introduction
- Overview and Navigation

Delivered Reports and Data Models

- Overview of delivered reports
- Overview of analytical data models
- Overview of live data models

Creating and Modifying Reports:

- Add Visualizations
- Filtering Visualizations
- Formatting Visualizations
- Pages – Size and Alignment
- Interacting and Sharing

Power Visuals

- Creating pin, cluster and heatmaps
- Playback data over time

PREREQUISITES

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

COURSE DETAILS

Course Duration	Two (2) days
Course Type	Conducted remote by Hexagon Personnel
Student Capacity	Ten (10)

ATTACHMENT G: HXGN ONCALL ANALYTICS DISPATCH AND RECORDS DELIVERED MODELS AND REPORTS

[following this page]

HxGN OnCall® Analytics | Dispatch

Delivered Models and Reports

Release date: 05/28/2021
Release version: 02.00.2105
Release type: On-premises
Released by: Hexagon Global Product Center
Release method: Hexagon Global Software Delivery Process

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Contents

Overview

HxGN OnCall® Analytics

HxGN OnCall® Analytics is business intelligence software for reporting, analysis and evidence-based decision making. With it, police, dispatch centers, and other emergency services can more easily access and apply data to assess performance, allocate resources, and improve operations.

The key benefits of this product suite are:

- Single source or truth

- Simple configuration and administration

- Easy to create, understand, and share

    - Business-ready

    - Self-service

    - Visual and interactive

- Supports transparency and accountability

Semantic Model Descriptions

Agency Response

Model Name	Agency Response
Analysis Services Database	INGR_AgencyResponse
Description	Provides metrics on the response of an agency to an event. Answers questions about efficiency: How well are we responding to events? Are we meeting expectations/thresholds? When do we have the largest volume of events? Where do we have the slowest response times?
Grain Statement	One record for each event id (num_1) from agency event table.

Broadcast

Model Name	Broadcast
Analysis Services Database	INGR_Broadcast
Description	Provides information on BOLOs and other broadcast messages.
Grain Statement	One record per message.

CAD Action

Model Name	CAD Action
Analysis Services Database	INGR_CADAction
Description	Provides a point-in-time analysis of the actions of an agency.
Grain Statement	One record per event update. Every time anything on an event changes, such as status, type code, or comment, a record is generated.

CAD Session

Model Name	CAD Session
Analysis Services Database	INGR_CADSession
Description	Provides an audit of users logged into the CAD or Dispatch system.
Grain Statement	One record per terminal session (interval when terminal is logged on).

Comment

Model Name	Comment
Analysis Services Database	INGR_Comment

Model Name	Comment
Description	Provides comments entered by call takers, dispatchers, units, and employees, along with their location when entering the comments. Allows for unstructured search.
Grain Statement	One record per comment.

Facility

Model Name	Facility
Analysis Services Database	INGR_Facility
Description	Provides information for facility recommendations, facility entrance used, and reason for recommendation.
Grain Statement	One record per each facility recommendation.

Tow Request

Model Name	Tow Request
Analysis Services Database	INGR_TowRequest
Description	Provides information for tow requests, tows, and tow company rotations, as well as vehicles involved.
Grain Statement	One record per tow request, per vehicle.

Unit Activity

Model Name	Unit Activity
Analysis Services Database	INGR_UnitActivity
Description	Tracks the activity of each unit.
Grain Statement	One record for each unit status changed.

Unit Response

Model Name	Unit Response
Analysis Services Database	INGR_UnitResponse
Description	Provides response metrics for each individual unit.
Grain Statement	One record for each unit status associated with an event.

Unit Utilization

Model Name	Unit Utilization
Analysis Services Database	INGR_UnitUtilization
Description	Provides metrics on the status of a unit, such as available, assigned, out of service. Answers efficiency questions: What are my resources doing? How often are they working events/ available / out of service? How can we optimize utilization? When resources are available, are they performing proactive tasks?
Grain Statement	One record for each unit with real status changed.

AVL

Model Name	AVL
Analysis Services Database	INGR_AVL
Description	Provides information for vehicle location, speed, and status over time.
Grain Statement	One record per AVL point.

Event Disposition

Model Name	Event Disposition
Analysis Services Database	INGR_EventDisposition
Description	Provides information related to each event disposition..
Grain Statement	One record per disposition.

Live - Agency Response

Model Name	Live - Agency Response
Analysis Services Database	INGR_AgencyResponse_Live
Description	Provides real-time information on the response of an agency to current events. Live models query the last seven days of data, although this can be updated to another value (for example, 28 days) during implementation.
Grain Statement	One record per event.

Live - Logged On Units

Model Name	Live - Logged On Units
Analysis Services Database	INGR_LoggedOnUnits_Live
Description	Provides real-time information on which units are logged in, their location, and their status. Live models query the last seven days of data, although this can be updated to another value (for example, 28 days) during implementation.
Grain Statement	One record per logged on unit.

Live - Unit Activity

Model Name	Live - Unit Activity
Analysis Services Database	INGR_UnitActivity_Live
Description	Provides real-time information on the activity of each unit. Live models query the last seven days of data, although this can be updated to another value (for example, 28 days) during implementation.
Grain Statement	One record per unit status change.

Message

Model Name	Message
Analysis Services Database	INGR_Message
Description	Provides information for messages in Dispatch.
Grain Statement	One record per message.

Unit Coverage

Model Name	Unit Coverage
Analysis Services Database	INGR_UnitCoverage
Description	Tracks location and status of employees and units over time. Answers efficiency questions: How efficiently are my resources deployed? Where do I need more resources? Where do I need less?
Grain Statement	One record for each minute, for each unit-type change, for each unit status change, for each or any boundary change.

Unit Distance Travelled

Model Name	Unit Distance Travelled
Analysis Services Database	INGR_UnitDistanceTravelled
Description	Provides metrics on how far a unit traveled.
Grain Statement	One record for each minute, for each unit.

Delivered Power BI Reports

Power BI Reports are visualization-based reports. This style of report is great for quickly identifying findings, insights and trends through the use of graphs, charts, maps, and tables. A report can have a single visualization or multiple pages containing multiple visualizations.

Agency Response

Report Name	Agency Response
Data Source	**Agency Response** semantic model
Description	This report shows the location and response of events by priority. - The map to the far left shows the location of the events. - The donut chart shows the event count by deployment areas (Level 3 and Level 1). - The bottom bar chart shows the event count as a percentage by priority (drillable to event type). - The right bar chart shows the start to add (sec) - 50% measure by priority. - The user can filter this report by a relative date range (set by default to the previous three calendar months).
Snapshot	

Broadcast

Report Name	Broadcast
Data Source	**Broadcast** semantic model

Report Name	Broadcast
Description Page 1	Page 1 of this report shows details about messages. ● The card in the top row displays a count of all broadcast IDs. ● The column chart in the top row displays a count of broadcast state by broadcast state. ● The table in the middle row contains the following broadcast details: created time; created time to now; broadcast state; last name, first name, employee ID; lookout type, announcement; location; and agency ID. ● The bottom-left table contains broadcast person details, including first name, last name, age, gender, and hair color. ● The bottom-right table contains broadcast vehicle details, including license plate number, main color, make, model, and count of model year.
Description Page 2	Page 2 of this report allows you filter broadcast data by clicking on event location displayed on the map. ● The map shows all the event locations that have associated broadcast events ● The card displays a count of al broadcast IDs. ● The table displays details about the broadcast event, including created time, created time to now, broadcast state, event number, and agency ID.

Call Statistics

Report Name	Call Statistics
Data Source	**Agency Response** semantic model
Description Page 1	Page 1 of this report shows the call volumes (number of events) broken down by dispatch group and priority. • The bar chart shows the number of events by dispatch group. • The column chart shows the number of events by event priority. • The map displays events color-coded by priority. • The crosstab shows the number of events by dispatch group and priority. • The user can filter this report by a relative date range (defaulted to the previous three calendar months).
Snapshot Page 1	

Report Name	Call Statistics
Description Page 2	Page 2 of this report shows the call volumes (number of events) broken down by day of the week and hour of the day: ● The bar chart shows the number of events by day of week. ● The column chart shows the number of events by hour 24. ● The map contains the events color-coded by priority. ● The crosstab shows the number of events by day of week/hour of day. ● The user can filter this report to a relative date range (defaulted to the previous three calendar months).
Snapshot Page 2	

Calltaker and Dispatcher Workload

Report Name	Calltaker and Dispatcher Workload
Data Source	**CAD Session** semantic model
Description	This report shows the workload for call takers and dispatchers. ● The donut chart shows the count of events created and updated. ● The bottom-left table shows the employee and the amount of time they were logged in. ● The table on the right shows the terminal role grouping (call taker or dispatcher), employee, and the count of events they worked on. ● The user can filter this report by a relative date range (defaulted to the previous three calendar months, terminal role, product name, last name.
Snapshot	

Cross Unit Dispatch

Report Name	Cross Unit Dispatch
Data Source	**Unit Response** semantic model
Description	This report shows how many times a unit was dispatched outside of its assigned dispatch group (gives a sense of how many times you had to "borrow" units). A high rate of cross dispatching likely means units need to be redistributed. ● The cards across the top show the number of dispatches and the number of events. ● The table on the left shows the dispatch count by default station name (drillable to unit ID). ● The top crosstab visualization shows the dispatch count by the assigned dispatch group and event dispatch group as a number of the total. ● The bottom crosstab visualization shows the dispatch count by the assigned dispatch group and event dispatch group, represented as a percentage of the total. ● Conditional formatting applied to crosstabs (green indicates higher cross-unit dispatch; blue indicates lower cross-unit dispatch). ● The user can filter this report by a relative date range (set by default to the previous three calendar months).
Snapshot	

Events by Type by Location

Report Name	Events by Type by Location
Data Source	**Agency Response** semantic model
Description	This report shows the number of events by event type and location. ● The map shows the number of events by event type and location. ● The card shows the number of events. ● The table shows the number of events by priority (drillable to event type and event sub-type). ● The user can filter this report by a relative date range (set by default to last three calendar months, event type, and dispatch group.
Snapshot	

Facility Recommendations

Report Name	Facility Recommendations
Data Source	**Facility** semantic model
Description	This report shows the recommendation information pertaining to the facilities. ● The card shows the number of recommendations for the selected date range. ● The bar chart shows the number of recommendations by facility name, drillable to facility entrance name. ● The map contains the recommendations color-coded by facility name. ● The column chart shows the number of recommendations by the recommend reason. ● The table shows the details relating to the recommendation. ● The user can filter this report by a relative date range (set by default to the previous three calendar months).
Snapshot	
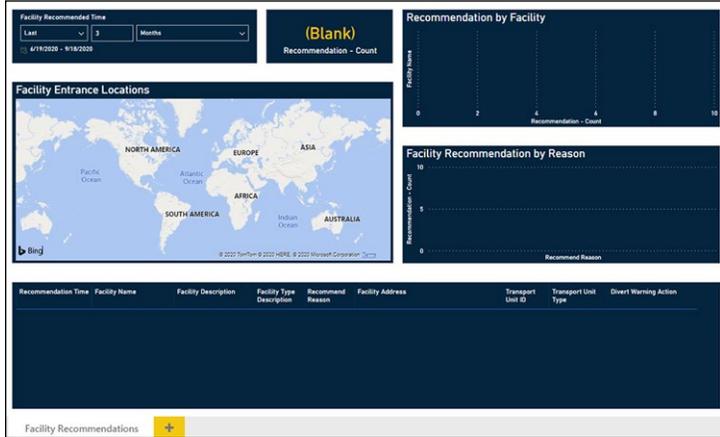
Full Complement

Report Name	Full Complement
Data Source	**Agency Response** semantic model
Description Page 1	Page 1 of this report measures the response of an agency to an event by full complement (14 or more staff assigned to the event). ● The column chart shows the start to full complement – 90th percentile by dispatch group. ● The donut chart shows the top 10 event types, while hovering over the chart shows the event count. ● The table is broken down by the start to full complement – 90th percentile measure and event count by year/month and dispatch group. ● Users can filter this report by a relative date range (set by default to the previous three calendar months).
Snapshot Page 1	
Description Page 2	Page 2 of this report measure the response of the agency to an event by full complement (14 or more staff assigned to the event). ● The table lists the Start to Full Complement 14, Event Number, Event Create Time, Priority, Type, Level 3, Level 1 and Address, ordered from slowest to quickest.

Report Name	Full Complement
Snapshot Page 2	

Full Complement (14) Response - Slowest to Quickest

Start to Full Complement 14 ▼ | Event Number | Event Create Time | Priority | Type | Level 3 | Level 1 | Address

Full Complement (14) 90th Percentile | Full Complement (14) Longest Events   +

Response Time Statistics

Report Name	Response Time Statistics
Data Source	**Agency Response** semantic model
Description Page 1	Page 1 of this report shows the 50th percentile response time (start to arrive) broken down by dispatch group and priority. • The bar chart shows the 50th percentile response time by dispatch group. • The column chart shows the 50th percentile response time by priority. • The map contains the events color-coded by priority. • The crosstab shows the 50th percentile response time, as hh:mm:ss, by dispatch group, and priority. • The user can filter this report by a relative date range (set by default to the previous three calendar months).

Report Name	Response Time Statistics
Snapshot Page 1	
Description Page 2	Page 2 of this report shows the 50th percentile response time (start to arrive) broken down by day of the week and hour of the day. - The bar chart shows the 50th percentile response time by day of week. - The column chart shows the 50th percentile response time by hour 24. - The map contains the events color-coded by priority. - The crosstab shows the 50th percentile response time, as hh:mm:ss, by day of week and hour of day. - The user can filter this report by a relative date range (set by default to the last three calendar months).

Report Name	Response Time Statistics
Snapshot Page 2	

Tow Statistics

Report Name	Tow Statistics
Data Source	**Tow Request** semantic model
Description	This report shows details pertaining to tow requests and the companies involved in the request. • The first card shows the number of completed tow requests (status=closed) for the selected date range. • The second card shows the number of canceled tow requests (status=canceled) for the selected date range. • The bar chart shows the tow rotation counts by company, color-coded by those that were bypassed (rotation bypassed=yes) and those that were not (rotation bypassed=no). • The column chart shows the wait time (in minutes) by company. Wait time meaning is the average time from dispatch to arrive. • The table shows details relating to the tow request. • The user can filter this report by a relative date range (set by default to the previous three calendar months).

Report Name	Tow Statistics
Snapshot	

Unit Utilization

Report Name	Unit Utilization
Data Source	**Unit Utilization** semantic model
Description	This report shows how busy a unit is. It breaks units down into unit status class (assigned, available, out of service), drilling into unit status description (such as acknowledged, arrived, and available on foot).
	• The cards show the assigned hours, available hours, and out-of-service hours.
	• The matrix on the bottom-left shows the duration in hh:mm:ss for the unit status class by dispatch group (drillable to unit ID).
	• The donut chart shows the duration as a percentage by unit status class, drilling into unit status description.
	• The matrix on the bottom-right shows the duration as a percentage for the unit status class by dispatch group (drillable to unit ID).
	• The user can filter this report by a relative date range (set by default to the previous three calendar months).

Report Name	Unit Utilization
Snapshot	

AVL Playback

Report Name	AVL Playback
Data Source	**AVL** semantic model
Description	This report uses the playback control (part of Power Visuals) to show the location of units during a designated time period. • The bar chart shows the count of unit ID by unit status. • The map show the location of units, with a secondary set of pins for the event location. • The playback control allows playback of the location of units, with a secondary set of pins for the event location. • This report can be filtered by agency, date, dispatch group, unit id, unit status, unit type and/or event number.

Report Name	AVL Playback
Snapshot	

Events by Type Heat Map

Report Name	Events by Type Heat Map
Data Source	**Agency Response** semantic model
Description	This report shows the number of events by event type; the heat map shows the density of events by type and location. • The heat map shows the density of events by event type and location. • The card shows the number of events. • The table shows the number of events by priority (drillable to event type and event sub-type). • The user can filter this report by a relative date range (set by default to the previous three calendar months), event type, dispatch group. • The map comes from the Power Visuals package.

Live - Dispatch Performance Indicator

Report Name	Live - Dispatch Performance Indicator
Data Source	**Live - Agency Response** semantic model
Description	This report provides visualizations of the level of activity in the call center.
	Four indicators show average call processing time (in seconds), average response time (in seconds) and average service time (in minutes) and the event count. It compares those values for the time to a customer defined goal.
	- A bar chart shows the event count by agency along with the average call processing time (in seconds) as a line. This bar chart is drillable to dispatch group and Dispatch operator. - A pie chart shows the event count by priority. This pie chart is drillable to event type. - The user can filter this report by a time brush date filter. - This report has report level filters for both priority and agency.
Snapshot	

Live – Dispatch Operator Activity

Report Name	Live – Dispatch Operator Activity
Data Source	**Live - Agency Response** semantic model
Description	This report provides a live portrait of the workload of the Dispatch operators. ● One card shows the logged-on Dispatch operator count. ● One card shows the current number of open pending events. ● A bar chart shows the event count by agency along with the average call processing time (in seconds) as a line. This bar chart is drillable to Dispatch Group and Dispatch operator. ● A bar chart shows the event count by priority along with the average call processing time (in seconds) as a line. This bar chart is drillable to event type. ● The user can filter this report by a time brush date filter. ● This report has report level filters for both priority and agency.
Snapshot	

Live - Logged On Units

Report Name	Live - Logged On Units
Data Source	**Live - Logged On Units** semantic model
Description	This report provides a summary of statuses and the location of currently logged-on units. ● A bar chart shows the number of units by unit status class. This is drillable to unit status code. ● A column chart shows the number of units by dispatch group. This is drillable to beat. ● A table lists the logged-on units with their unit status class and unit status code. ● A map displays the location of the logged-on units, color-coded by unit status class. ● This report has a report level filter for agency.
Snapshot	

Live - Turn Out Times

Report Name	Live - Turn Out Times
Data Source	**Live - Agency Response** semantic model
Description Page 1	Page 1 of this report shows visuals to evaluate performance of units to get en route. This type of information about response times is particularly important to fire agencies. ● A summary band displays the event count and the events where turn out time was greater than 90 seconds, as a value and percentage. ● A column chart shows the event count by agency, color-coded by turn-out-time performance. This is drillable to dispatch group. ● A funnel chart shows the proportion of calls where turn-out time was more than 90 seconds. ● The user can filter this report by a time brush date filter. ● This report has report-level filters for both priority and agency.
Snapshot Page 1	
Description Page 2	Page 2 of this report shows a table listing the events ordered by turn-out time, where turn out time is greater than 90 seconds. This report has report-level filters for both priority and agency.

Report Name	Live - Turn Out Times
Snapshot Page 2	

Message

Report Name	Message
Data Source	**Message** semantic model
Description Page 1	Page 1 of this report shows details about messages. ● The time brush lets you filter the message data to a specific time period. ● The top table contains message origination details, including message send time, employee name and ID, message type, priority, subject, message text, and the agency event ID. ● The bottom table contains message destination details, including received time, read time, deleted time, destination, destination type, message status, received terminal, and delivered terminal.

Report Name	Message
Description Page 2	Page 2 of this report allows you filter message data by clicking on event location displayed on the map. ● The map shows all the event locations that have associated messages. ● The table displays details about the message, including agency event ID, message send time, message type, priority, subject, message text, and employee name and ID details.

Point in Time

Report Name	Point in Time
Data Source	**CAD Action** semantic model
Description	This report shows every action that was taken at a point in time. This includes events that were closed, created, or updated; events on which comments were made; and unit status changes. ● The matrix contains action time, event number, terminal ID, employee ID, CAD action, action attribute name, and action attribute value. ● The time brush in the top-left corner allows you to refine your search period, based on the counts that appear. ● The user can filter this report by date using the date and hour filters in the report filter pane on the right side of the screen. By default, the report is filtered to a single hour of a single day. ● The user can filter this report by CAD action and action attribute name. ● Report-level filters are available for agency ID, Dispatch Group ID, and Last Name, First Name, Employee ID.

Report Name	Point in Time
Snapshot	

Unit Coverage Heat Map

Report Name	Unit Coverage Heat Map
Data Source	**Unit Coverage** semantic model
Description	This report shows the minimum number of units available by day of week and hour of day. ● The matrix visualization shows the units available by hour and day of week. ● Conditional formatting is yellow when few units are available and transitions to green when many units are available. ● The user can filter this report by a relative date range (set by default to the previous three calendar months), unit type, and zone name.
Snapshot	

Unstructured Search

Report Name	Unstructured Search
Data Source	**Agency Response** semantic model
Description	This report gives the user the ability to search the unstructured comments made by dispatchers and officers. For example, if a user enters the search term `Black SUV`, this will search all the comments for this value. This gives users the ability to investigate across all comments for specific keywords. • The top-left bar chart shows the event count by event type code/event type. • The map shows the event type by location. • The table shows the comment with the comment create time and event number. Page Level Filter: System Comment Flag is **No** Page Level Filter: Comment contains **LOI**
Snapshot	

HxGN OnCall® Analytics | Records

Delivered Models and Reports

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Contents

Overview

HxGN OnCall® Analytics

HxGN OnCall® Analytics from Hexagon's Safety & Infrastructure is business intelligence software for reporting, analysis and evidence-based decision making. With it, police, dispatch centers, and other emergency services can more easily access and apply data to assess performance, allocate resources, and improve operations.

The key benefits of this product suite are:

- Single source or truth

- Simple configuration and administration

- Easy to create, understand, and share

  - Business-ready

  - Self-service

  - Visual and interactive

- Supports transparency and accountability

Semantic Model Descriptions

Accident

Model Name	Accident
Analysis Services Database	INGR_Accident
Description	Provides information about accidents involving vehicles.
Grain Statement	One record for each accident.

Arrest

Model Name	Arrest
Analysis Services Database	INGR_Arrest
Description	Provides information surrounding the arrest of a person.
Grain Statement	One record for each arrest.

Case Management

Model Name	Case Management
Analysis Services Database	INGR_CaseManagement

Model Name	Case Management
Description	Provides information on investigative cases managed by the police service.
Grain Statement	One record for each case.

Case Task

Model Name	Case Task
Analysis Services Database	INGR_CaseTask
Description	Provides information on individual tasks associated with investigative cases managed by the police service.
Grain Statement	One record for each case task work item.

Calls for Service (CFS)

Model Name	CFS
Analysis Services Database	INGR_CFS
Description	Provides metrics on Calls for Service (CFS) records. This information originates from the dispatch system.
Grain Statement	One record for each call for service record.

Citation

Model Name	Citation
Analysis Services Database	INGR_Citation
Description	Provide information about citations issued for traffic violations.
Grain Statement	One record per each citation.

Court Document

Model Name	Court
Analysis Services Database	INGR_CourtDocument
Description	Provides metrics on all court documents.
Grain Statement	One record for each court document.

DUI

Model Name	DUI
Analysis Services Database	INGR_DUI
Description	Provides information about driving under the influence incidents.
Grain Statement	One record for each DUI record.

Evidence

Model Name	Evidence
Analysis Services Database	INGR_Evidence
Description	Provide information about evidence: when it was recovered and submitted, along with intake and disposal details.
Grain Statement	One record for each piece of evidence.

Field Interview

Model Name	Field Interview
Analysis Services Database	INGR_FieldInterview
Description	Provides metrics on police field interviews, individual interviews of witnesses and suspects.
Grain Statement	One record for each interview.

Incident

Model Name	Incident
Analysis Services Database	INGR_Incident

Model Name	Incident
Description	Provides information about an occurrence requiring police investigation.
Grain Statement	One record for each incident.

Jail Booking

Model Name	Jail Booking
Analysis Services Database	INGR_JailBooking
Description	Provide information about the jail booking system.
Grain Statement	One record for each booking.

Jail Inmate

Model Name	Jail Inmate
Analysis Services Database	INGR_JailInmate
Description	Provide information about jail inmates.
Grain Statement	One record for each jail inmate.

Jail Incident

Model Name	Jail Incident
Analysis Services Database	INGR_JailIncident
Description	Provide information about jail incidents.
Grain Statement	One record for each jail incident.

Jail Juvenile Booking

Model Name	Jail Juvenile Booking
Analysis Services Database	INGR_JailJuvenileBooking
Description	Provide information about jail juvenile bookings.
Grain Statement	One record for each jail juvenile booking.

Juvenile Court Document

Model Name	Juvenile Court Document
Analysis Services Database	INGR_JuvenileCourtDocument
Description	Provides metrics on juvenile court documents.
Grain Statement	One record for each juvenile court document.

Juvenile Contacts

Model Name	Juvenile Contacts
Analysis Services Database	INGR_JuvenileContacts
Description	Provides information surrounding the arrest of a juvenile.
Grain Statement	One record for each juvenile court arrest.

Master Employee

Model Name	Master Employee
Analysis Services Database	INGR_MasterEmployee
Description	Provide information about the master records for employee.
Grain Statement	One record for each master record employee.

Master Location

Model Name	Master Location
Analysis Services Database	INGR_MasterLocation
Description	Provide information about the master records for location.
Grain Statement	One record for each master record location.

Master Person

Model Name	Master Person
Analysis Services Database	INGR_MasterPerson
Description	Provide information about the master records for person.
Grain Statement	One record for each master record person.

Master Vehicle

Model Name	Master Vehicle
Analysis Services Database	INGR_MasterVehicle
Description	Provide information about the master records for vehicle
Grain Statement	One record for each master record vehicle.

Misc Services

Model Name	Misc Services
Analysis Services Database	INGR_MiscService
Description	Provide information about the miscellaneous services.
Grain Statement	One record for each miscellaneous service.

Use Of Force

Model Name	Use of Force
Analysis Services Database	INGR_UseOfForce
Description	Provide information about use of force incidents
Grain Statement	One record for each use-of-force record.

Delivered Power BI Reports

Power BI Reports are visualization-based reports. This style of report is great for quickly identifying findings, insights, and trends through the use of graphs, charts, maps, and tables. A report can have a single visualization or multiple pages containing multiple visualizations.

Accident Details

Report Name	Accident Details
Data Source	INGR_Accident semantic model
Description Page 1	Page 1 of this report shows detailed information about accidents. ● The cards across the top display the accident count, person charged count, fatality count, injury count, involved vehicle count, and involved person count. ● The table contains various details in a table format: accident number, accident date and time, severity, class, collision type, city, disposition. ● The user can filter this report by a relative date range ● Report-level filters are available for agency ID, district, neighborhood, collision type, class, and severity.
Description Page 2	Page 2 of this report shows detailed information about accidents. ● The table on the left contains various details in a table format: accident number, accident date/time, class, collision type. ● The map on the right shows the location of the accidents. ● The user can filter this report by using the timebrush visual. ● Report-level filters are available for agency ID, district, neighborhood, collision type, class, and severity.

Report Name	Accident Details
Description Page 3	Page 3 of this report shows detailed information about accidents. • The line chart shows the accident count by accident date with the dashed orange line representing the trend line. • The user can filter this report by using the timebrush visual. • Report-level filters are available for agency ID, district, neighborhood, collision type, class, and severity.

Accident Monthly

Report Name	Monthly Accident
Data Source	INGR_Accident semantic model
Description Page 1	Page 1 of this report shows accident information. • The column chart shows the accident count for the selected month and the previous three months. • The pie chart shows accident count by severity. • The bar chart shows accident count by class, which can be drilled down to display by disposition. • The map displays the location of the accidents. • Cards provide counts of accidents for the month and year to date, the count of involved vehicles, and fatality count based on the selected year and month. • The table displays information on the top accidents by location type, with counts by month, year to date, and fatalities. • Report-level filters are available for agency ID, district, and neighborhood.
Description Page 2	Page 2 of this report shows a ribbon chart with the accident count by severity for each month.

Accident Snapshot

Report Name	Accident Snapshot
Data Source	INGR_Accident semantic model
Description Page 1	Page 1 of this report shows a summary of information about accidents. ● The donut graph on the upper-left corner contains the accident count, represented as a value, by severity. ● The bar chart on the lower-left corner contains the accident count by collision type. ● The table on the upper-right corner shows the accident count by class. ● The bar chart on the lower-right corner displays accident count, drillable by year, month, day, and hour. ● The user can filter this report by a relative date range. ● Report-level filters are available for agency ID, district, neighborhood, collision type, class, and severity.
Description Page 2	Page 2 of this report shows a summary of information about accidents. ● The cards in the upper-right corner contain the accident count and involved vehicle count. ● The map on the left shows the location of the accidents by collision type. ● The bar chart on the right contains the Accident count by collision type. ● The user can filter this report by a relative date range. ● Report-level filters are available for agency ID, district, neighborhood, collision type, class, and severity.

Report Name	Accident Snapshot
Description Page 3	Page 3 of this report shows a summary of information about accidents. ● The card in the upper-right corner contains the accident count and involved vehicle count. ● The map on the left shows the location of the accidents by class. ● The bar chart on the right contains the accident count by class. ● The user can filter this report by a relative date range. ● Report level filters are available for agency ID, district, neighborhood, collision type, class, and severity.

Arrest Details

Report Name	Arrest Details
Data Source	INGR_Arrest semantic model
Description Page 1	Page 1 of this report shows detailed information about arrests. ● The cards in the upper-right corner contains the arrest count, charge count, juvenile count. ● The table contains various details in a table format – arrest number, arrest date and time, arrest action, status, disposition, arresting officer, arrestee. ● The user can filter this report by a relative date. ● Report-level filters are available for agency ID, arrest action, disposition, district arresting officer (last name, first name, and employee ID), and neighborhood.
Description Page 2	Page 2 of this report shows detailed information about arrests. ● The table on the left contains various details in a table format: arrest number, arrest date and time, arrest action, and status. ● The map on the right shows the location of the arrests. ● The user can filter this report by using the timebrush visual. ● Report-level filters are available for agency ID, arrest action, disposition, district arresting officer (last name, first name, and employee ID), and neighborhood.

Report Name	Arrest Details
Description Page 3	Page 3 of this report shows detailed information about Arrests. ● The line chart shows the arrest count by Arrest Date with the dashed orange line representing the trend line. ● The user can filter this report by using the timebrush visual. ● Report-level filters are available for agency ID, arrest action, disposition, district arresting officer (last name, first name, and employee ID), and neighborhood.

Arrest Monthly

Report Name	Monthly Arrest
Data Source	INGR_Arrest semantic model
Description Page 1	Page 1 of this report shows arrest information. ● The pie chart shows arrest count by arrest action ● The column chart shows the arrest count for selected month and the previous three months. ● The bar chart shows arrest count by disposition. ● The map displays the location of the arrests. ● Cards provide counts of arrests for the month and year to date, and the charge count for the month and year to date. ● The table provides information on accidents by arrest charge and charge type, with additional counts by month and year to date for charges and arrests. ● Report level filters are available for agency ID, district, and neighborhood.
Description Page 2	Page 2 of this report shows a ribbon chart with the arrest count by arrest action for each month.

Arrest Snapshot

Report Name	Arrest Snapshot
Data Source	INGR_Arrest semantic model
Description Page 1	Page 1 of this report shows a summary of information about arrests. ● The donut graph in the left column contains the arrest count, represented as a percentage, by Status. ● The lower bar chart in the lower-left corner contains the arrest count by arrest action. ● The table in the upper-right corner shows the arrest count by disposition. ● The bar chart in the lower-right corner shows the arrest count, drillable by year > month > day > hour. ● The user can filter this report by a relative date range. ● Report-level filters are available for agency ID, arrest action, disposition, district arresting officer (last name, first name, and employee ID), and neighborhood.
Description Page 2	Page 2 of this report shows a summary of information about arrests. ● The cards in the upper-right corner contain the arrest count and charge count. ● The map shows the location of the arrests by arrest action. ● The bar chart on the right contains the arrest count by arrest action. ● The user can filter this report by a relative date range. ● Report-level filters are available for agency ID, arrest action, disposition, district arresting officer (last name, first name, and employee ID), and neighborhood.
Description Page 3	Page 3 of this report shows a summary of information about arrests. ● The cards in the upper-right corner contain the arrest count and charge count. ● The map shows the location of the arrests by disposition. ● The bar chart on the right contains the arrest count by disposition. ● The user can filter this report by a relative date range. ● Report-level filters are available for agency ID, arrest action, disposition, district arresting officer (last name, first name, and employee ID), and neighborhood.

Call for Service Monthly

Report Name	Monthly Call for Service
Data Source	INGR_AgencyResponse semantic model
Description Page 1	Page 1 of this report shows a summary of monthly calls for service information. ● Cards provide counts of calls for service for the month and year to date. ● A bar chart presenting the number of calls for service by event type and subtype. ● A four-month period graph showing the trend for the number of calls for service for the selected month and the previous three months. ● A pie chart showing the calls for service count by priority. ● A map displaying the location of the calls for service. ● A table providing the information on the top event types with their corresponding monthly count and year-to-date count. ● Report level filters are available for agency ID, district, neighborhood.
Description Page 2	Page 2 of this report shows a ribbon chart with the citation count by dispatch group ID for each month.

Citation Details

Report Name	Citation Details
Data Source	INGR_Citation semantic model

Report Name	Citation Details
Description Page 1	Page 1 of this report shows detailed information about citations. ● The cards in the top row contains the citation count and violation count. ● The table contains various details in a table format: citation number, issue date and time, citation type, total amount, address, issuing officer, violation count. ● The user can filter this report by a relative date range. ● Report-level filters are available for agency ID, citation type, district, neighborhood, and violation type.
Description Page 2	Page 2 of this report shows detailed information about citations. ● The table on the left contains various details in a table format: citation number, issue date and time, collision type, address. ● The map on the right shows the location of the citations. ● The user can filter this report by using the timebrush visual. ● Report-level filters are available for agency ID, citation type, district, neighborhood, and violation type.
Description Page 3	Page 3 of this report shows detailed information about citations. ● The line chart shows the citation count by issue date with the dashed orange line representing the trend line. ● The user can filter this report by using the timebrush visual. ● Report-level filters are available for agency ID, citation type, district, neighborhood, and violation type.

Citation Monthly

Report Name	Monthly Citation
Data Source	INGR_Citation semantic model
Description Page 1	Page 1 of this report shows the following: ● Cards provide counts of citations and violations for the month and year to date. ● A bar chart showing citation counts for the selected month and the previous three months. ● A bar chart presenting the number of citations by citation type. ● A map displaying the location of the citations. ● A table providing the counts of citations and violations for the month and year to date for the offense description. ● Report level filters are available for agency ID, district, neighborhood.
Description Page 2	Page 2 of this report shows a ribbon chart with the citation count by citation type for each month.

Citation Snapshot

Report Name	Citation Snapshot
Data Source	INGR_Citation semantic model

Report Name	Citation Snapshot
Description Page 1	Page 1 of this report shows a summary of information about citations. • The donut graph in the left column contains the citation count, represented as a percentage, by citation type, which can be drilled down to violation type. • The bar chart in the lower-left corner contains the citation count by district, which can be drilled down to county. • The table in the upper-right corner shows the citation count by issuing officer. • The bar chart on the lower-right corner displays a chart of the citation count, drillable by year\month\day\hour. • The user can filter this report by a relative date range. • Report-level filters are available for agency ID, district, neighborhood.
Description Page 2	Page 2 of this report shows a summary of information about citations. • The card in the upper-right corner contains the citation count and violation count. • The map shows the location of the citations by citation type. • The bar charts on the right show the citation count by citation type and violation count by violation type. • The user can filter this report by a relative date range. • Page-level filters are available for citation type, violation type. • Report-level filters are available for agency ID, district, neighborhood.
Description Page 3	Page 3 of this report shows a summary of information about citations. • The cards in the upper-right corner contain the citation count and violation count. • The map shows the location of the citations by issuing officer. • The bar chart on the right contains the citation count by issuing officer. • The table at the bottom contains details about the citation: issuing officer, citation number, issue time, citation type, total amount, and address. • The user can filter this report by a relative date range. • Page-level filters are available for full fame. • Report-level filters are available for agency ID, district, neighborhood.

DUI Officer Performance

Report Name	DUI Officer Performance
Data Source	INGR_DUI semantic model
Description Page 1	Page 1 of this report shows detailed information about DUIs. ● The column chart in the left column shows the DUI count by test type. ● The table in the lower-left corner contains the DUI count by involved officer. ● The matrix in the upper-right corner shows the test count by the involved officer and test type. ● The donut graph in the lower-right corner shows the DUI count by the involved officer Involvement type. ● The user can filter this report by a relative date range. ● Report-level filters are available for agency ID, district, and neighborhood.
Description Page 2	Page 2 of this report shows detailed information about DUIs. ● The cards in top row contains the DUI count and test count. ● The map shows the location of the DUIs by involved officer. ● The bar chart on the left contains the involved officer by DUI count, drillable down to the DUI ID. ● The user can filter this report by a relative date range. ● Page-level filters are available for last name. ● Report-level filters are available for agency ID, district, and neighborhood.

Report Name	DUI Officer Performance
Description Page 3	Page 3 of this report shows detailed information about DUIs. ● The card in the upper-right corner contains the DUI count and test count. ● The table provides details about the DUI: DUI ID, DUI number, stop time, municipality, involved officer, and involvement type. ● The user can filter this report by a relative date. ● Page-level filters are available for last name. ● Report-level filters are available for agency ID, district, and neighborhood.

DUI Snapshot

Report Name	DUI Snapshot
Data Source	INGR_DUI semantic model
Description Page 1	Page 1 of this report shows a summary of information about DUIs. ● The donut graph in the left column contains the DUI count, represented as a percentage, by driver gender. ● The bar chart in the lower-left column contains the DUI count by driver age. ● The column charts on the right display DUI count by vehicle type and DUI count by driver probation type. ● The user can filter this report by a relative date range. ● Report-level filters are available for agency ID, district, and neighborhood.

Report Name	DUI Snapshot
Description Page 2	Page 2 of this report shows a summary of information about DUIs. ● The pie chart in the left column contains the DUI count by year. ● The bar chart in the lower-left column contains the DUI count by month. ● The upper bar chart in the right column shows the DUI count by day of week. ● The line chart in the lower-right corner shows the DUI count by hour of day. ● The user can filter this report by a relative date range. ● Report-level filters are available for agency ID, district, and neighborhood.
Description Page 3	Page 3 of this report shows a summary of information about DUIs. ● The cards in the top row contains the DUI count and test count. ● The map shows the location of the DUIs by city. ● The bar chart contains the DUI count by division, drillable to city. ● The user can filter this report by a relative date range. ● Page-level filters are available for city. ● Report-level filters are available for agency ID, district, and neighborhood.

Evidence Snapshot

Report Name	Evidence Snapshot
Data Source	INGR_Evidence semantic model

Report Name	Evidence Snapshot
Description Page 1	Page 1 of this report shows a summary of evidence information. ● The cards in the upper-right corner contains the evidence count and sub-item count. ● The column chart in the middle row shows the sub-item total estimated value by sub-item type. ● The donut graph in the bottom row contains the evidence count by subitem type, top 10. ● The bar chart in the bottom row contains the evidence count by incident type. ● The user can filter this report by a relative date range. ● Report-level filters are available for agency ID, district, and neighborhood.
Description Page 2	Page 2 of this report shows a summary of evidence information. ● The cards in top row contains the drug item count and drug total value. ● The donut graph contains the drug count by drug type. ● The bar chart contains the drug total value by drug type. ● The user can filter this report by a relative date range. ● Report-level filters are available for agency ID, district, and neighborhood.
Description Page 3	Page 3 of this report shows a summary of evidence information. ● The cards in the top row contains the currency item count and currency value. ● The donut graph contains the currency item count by currency type. ● The bar chart contains the currency value by currency type. ● The user can filter this report by a relative date range. ● Report-level filters are available for agency ID, district, and neighborhood.

Incident Details

Report Name	Incident Details
Data Source	INGR_Incident semantic model
Description Page 1	Page 1 of this report shows detailed incident information. - The card in the upper-right corner contains the incident count. - The table contains various details in a table format: incident number, incident reported date and time, incident start date and time, incident end date and time, incident type, address, clearance status, involved officer. - Tables on the right on the right shows the involved officers and involved parties for the selected record in the main table. - The user can filter this report by a relative date. - Report-level filters are available for agency ID, district, neighborhood, clearance status, incident type, and investigation status.
Description Page 2	Page 2 of this report shows detailed incident information. - The table contains various details of the incident: incident number, incident reported date and time, and incident type. - The map shows the location of the incidents. - The user can filter this report by using the timebrush visual. - Report-level filters are available for agency ID, district, neighborhood, clearance status, incident type, and investigation status.
Description Page 3	Page 3 of this report shows detailed incident information. - The line chart shows the incident count by incident reported date, with the dashed orange line representing the trend line. - The user can filter this report by using the timebrush visual. - Report-level filters are available for agency ID, district, neighborhood, clearance status, incident type, and investigation status.

Incident Monthly

Report Name	Monthly Incident
Data Source	INGR_Incident semantic model
Description Page 1	Page 1 of this report shows the following incident information: ● A graph showing the trend for the number of incidents for the selected month and the previous three months. ● A map displaying the location of the incidents. ● A pie chart showing the incident count by investigation status. ● Cards that provide counts of incidents for the month and year to date and the cleared and active incidents. ● A table that provides the top 10 incident types, with their corresponding monthly count and year-to-date count. ● Report-level filters for agency ID, district, neighborhood.
Description Page 2	Page 2 of this report shows a ribbon chart with the incident count by division for each month.

Incident Snapshot

Report Name	Incident Snapshot
Data Source	INGR_Incident semantic model

Report Name	Incident Snapshot
Description Page 1	Page 1 of this report shows a summary of incident information. ● The donut graph contains the incident count, represented as a percentage, by clearance status. ● The bar chart contains the incident count by incident type. ● The table shows the incident count by involved officer. ● The column chart shows the incident count, drillable by year > month > day > hour. ● The user can filter this report by a relative date range. ● Report-level filters are available for agency ID, district, neighborhood, clearance status, incident type, and investigation status.
Description Page 2	Page 2 of this report shows a summary of incident information. ● The card contains the incident count. ● The map shows the location of the incidents by incident type. ● The bar chart displays the incident count by incident type. ● The user can filter this report by a relative date range. ● Page-level filters are available for incident type. ● Report-level filters are available for agency ID, district, neighborhood, clearance status, incident type, and investigation status.
Description Page 3	Page 3 of this report shows a summary of incident information. ● The card contains the incident count. ● The map shows the location of the incidents by involved officer. ● The bar chart displays the incident count by involved officer. ● The user can filter this report by a relative date range. ● Page-level filters are available for involved officer. ● Report-level filters are available for agency ID, district, neighborhood, clearance status, incident type, and investigation status.

Jail Booking Details

Report Name	Jail Booking Details
Data Source	INGR_JailBooking semantic model
Description Page 1	Page 1 of this report shows detailed information about jail bookings. ● The card in the upper-right corner contains the booking count. ● The table lists relevant booking details: booking number, arrestee name, offender tracking number, booking type, active status flag, begin time, completed time, detention location, status reason, and booking comments. ● The user can filter this report by a relative date range. ● The user can filter this report by booking number. ● Report-level filters are available for agency ID, booking number, booking begin date, booking type, status reason, active status flag, and actual release date.
Snapshot Page 1	

Report Name	Jail Booking Details
Description Page 2	Page 2 of this report shows detailed information about jail booking releases. ● The card in the upper-right corner contains the booking count. ● The table lists relevant booking release details: booking number, arrestee name, offender tracking number, booking type, active status flag, scheduled release time, actual release time, release reason, and release comments. ● The user can filter this report by a relative date range. ● The user can filter this report by booking number. ● Report-level filters are available for agency ID, booking number, booking begin date, booking type, status reason, active status flag, and actual release date.
Snapshot Page 2	
Description Page 3	Page 3 of this report shows detailed information about jail booking charges. ● The card in the upper-right corner contains the booking charge count. ● The matrix lists relevant booking release details: booking number, offense time, primary flag, charge, charge type, charge counts, severity, and incident number. The records are grouped by the charge. ● The user can filter this report by a relative date range. ● The user can filter this report by booking number. ● Report-level filters are available for agency ID, booking number, booking begin date, booking type, status reason, active status flag, and actual release date.

Report Name	Jail Booking Details
Snapshot Page 3	

Jail Booking Snapshot

Report Name	Jail Booking Snapshot
Data Source	INGR_JailBooking semantic model
Description Page 1	Page 1 of this report shows a summary of information about jail bookings. ● The card in the upper-right corner contains the booking count. ● The table in the left column shows the booking count by gender and year-month. ● The bar chart in the center displays the booking count by year- month. ● The pie chart in the right column shows the booking count by booking type, drillable to year-month. ● The user can filter this report by a relative date range. ● Report-level filters are available for agency ID and year-month. ● The year-month report filter allows users to show a year over year comparison, for example, 2019-SEPTEMBER versus 2020-SEPTEMBER.

Report Name	Jail Booking Snapshot
Snapshot Page 1	
Description Page 2	Page 2 of this report shows a summary of information about jail bookings focusing on agency ID. ● The table in the top-right corner shows the booking count by agency ID and year-month. ● The pie chart in the left column shows the booking count by agency ID, drillable to year-month. ● The column chart at the bottom shows the booking count by agency ID and year-month. ● Report-level filters are available for agency ID and year-month. ● The year-month report filter allows users to show a year over year comparison, for example, 2019-SEPTEMBER versus 2020-SEPTEMBER.

Report Name	Jail Booking Snapshot
Snapshot Page 2	
Description Page 3	Page 3 of this report shows a summary of information about jail booking charges. ● The card in the left column displays the booking charge count. ● The pie chart in the left column shows the booking charge count by agency ID, drillable to year-month. ● The column chart in the top-right corner contains the booking charge count by severity and year-month. ● The column chart in the bottom-right corner contains the booking charge count by charge and year-month. ● Report-level filters are available for agency ID and year-month. ● The year-month report filter allows users to show a year over year comparison, for example, 2019-SEPTEMBER versus 2020-SEPTEMBER.

Report Name	Jail Booking Snapshot
Snapshot Page 3	

Jail Incident Details

Report Name	Jail Incident Details
Data Source	INGR_JailIncident semantic model

Report Name	Jail Incident Details
Description Page 1	Page 1 of this report shows detailed information about jail incidents. ● The card below the date slicer contains the jail incident count. ● The table in the left column lists details about each jail incident: jail incident number, jail incident time, location, and statement of facts.Clicking on an incident in this table filters the tables in the right column to provide additional information about the selected incident. The supplementary tables in the right column include: ▪ **Involved Inmate**: Details include linked inmate number and involved inmate full name ▪ **Victim - Inmate**: Details include jail incident number, victim inmate full name, and statement. ▪ **Victim - Officer**: Details include jail incident number, victim officer full name, and statement. ▪ **Victim - Other**: Details include jail incident number, victim other full name, and statement. ▪ **Witness**: Details include jail incident number, witness full name, and statement. ● The user can filter this report by a relative date range. ● The user can filter this report by a jail incident number. ● Report-level filters are available for agency ID, jail incident number, incident date, and location.
Snapshot Page 1	

Report Name	Jail Incident Details
Description Page 2	Page 2 of this report shows detailed information about Infractions and sanctions. ● The card below the date slicer contains the jail incident count. ● The table in the left column lists details about each jail incident: jail incident number, jail incident time, location, and statement of facts. Clicking on an incident in this table filters the tables in the right column to provide additional information about the selected incident. The supplementary tables in the right column include: ▪ **Involved Inmate**: Details include linked inmate number and involved inmate full name ▪ **Involved Inmate Infraction**: Details include linked inmate number, severity, type, and primary flag. ▪ **Involved Inmate Sanction**: Details include linked inmate number, sanction action, starting time, ending time, status, and final act.. ● Report-level filters are available for agency ID, jail incident number, incident date, and location.
Snapshot Page 2	

Jail Incident Snapshot

Report Name	Jail Incident Snapshot
Data Source	INGR_JailIncident semantic model
Description Page 1	Page 1 of this report shows a summary of information about jail incidents. • The card in the top-center column contains the jail incident count. • The bar chart in the left column displays the jail incident count by year- month. • The pie chart in the center column shows the jail incident count by location, drillable to year-month. • The bar chart in the right column displays the jail incident count by reporting officer, drillable to year-month. • The user can filter this report by a relative date range. • Report-level filters are available for agency ID and year-month. • The year-month report filter allows users to show a year over year comparison, for example, 2019-SEPTEMBER versus 2020-SEPTEMBER.
Snapshot Page 1	

Report Name	Jail Incident Snapshot
Description Page 2	Page 2 of this report shows a summary of information about jail incident infractions. ● The pie chart in the left column shows the jail incident count by infraction type, drillable to year-month. ● The table in the top-right column displays the jail incident count by infraction action and year-month. ● The table in the bottom-right column displays the jail incident count by infraction severity and year-month. ● Report-level filters are available for agency ID and year-month. ● The year-month report filter allows users to show a year over year comparison, for example, 2019-SEPTEMBER versus 2020-SEPTEMBER.
Snapshot Page 2	
Description Page 3	Page 3 of this report shows a summary of information about jail incident sanctions. ● The pie chart in the left column shows the jail incident count by sanction approval, drillable to year-month. ● The table in the top-right column displays the jail incident count by sanction final action and year-month. ● The table in the bottom-right column displays the jail incident count by sanction status and year-month. ● Report-level filters are available for agency ID and year-month. ● The year-month report filter allows users to show a year over year comparison, for example, 2019-SEPTEMBER versus 2020-SEPTEMBER.

Report Name	Jail Incident Snapshot
Snapshot Page 3	

Jail Inmate Details

Report Name	Jail Inmate Details
Data Source	INGR_JailInmate semantic model
Description Page 1	Page 1 of this report shows detailed information about inmate schedule releases. - The card in the top-right corner displays the jail inmate count for the selected time period. - The table lists details about each inmate scheduled release: scheduled release date, day of week, jail inmate number, full name, housing location, security level, actual days served, days remaining, and release reason. - The user can filter this report by a relative date range. - The user can filter this report by day of week, keep separate group, and convicted charge. - A report-level filter is available for agency ID.

Report Name	Jail Inmate Details
Snapshot Page 1	
Description Page 2	Page 2 of this report shows detailed information about inmate cell history. ● The matrix lists details about each inmate cell history: hierarchy name, jail inmate number, full name, transfer start date, transfer end date, security level, solitary flag, not shared flag, and suicide flag. ● The user can filter this report by a relative date range. ● The user can filter this report by housing location, jail inmate number, and keep separate group. ● A report-level filter is available for agency ID.

Report Name	Jail Inmate Details
Snapshot Page 2	

Jail Inmate Snapshot

Report Name	Jail Inmate Snapshot
Data Source	INGR_JailInmate semantic model

Report Name	Jail Inmate Snapshot
Description Page 1	Page 1 of this report shows a summary of information about jail intakes and releases. ● The column chart in the top-left corner displays the jail inmate count by security level. ● The column chart in the top-center row displays the percentage of the grand total of jail inmate intakes by agency and year. ● The matrix in the top-right corner displays the jail inmate intakes by agency and year. ● The matrix in the bottom-left corner displays inmate gender down by year. ● The column chart in the bottom-center row displays the percentage of the grand total of jail inmate releases by reason and year. ● The matrix in the bottom-right corner displays jail inmate releases by reason and year. ● Report-level filters are available for agency ID, gender, and security.
Snapshot Page 1	

Report Name	Jail Inmate Snapshot
Description Page 2	Page 2 of this report shows a summary of information about jail inmate demographics. ● The card in the top-right corner shows the jail inmate count for the specified date range. ● The pie chart in the center-left row displays the female inmates by race, drillable to ethnicity. ● The pie chart in the bottom-left corner displays the male inmates by race, drillable to ethnicity. ● The area chart in the right-center column displays the jail inmate count by age and race. ● The column chart in the bottom right corner displays the count of charge by charge. ● The user can filter this report by a date range (between). ● The user can filter this report by charge and housing location. ● Report-level filters are available for agency ID, gender, and security.
Snapshot Page 2	

Jail Juvenile Booking Details

Report Name	Jail Juvenile Booking Details
Data Source	INGR_JailJuvenileBooking semantic model
Description Page 1	Page 1 of this report shows detailed information about jail juvenile bookings. ● The card in the upper-right corner contains the juvenile booking count. ● The table lists relevant booking details: booking number, arrestee name, offender tracking number, booking type, active status flag, begin time, completed time, detention location, status reason, and booking comments. ● The user can filter this report by a relative date range. ● The user can filter this report by booking number. ● Report-level filters are available for agency ID, booking number, booking begin date, booking type, status reason, active status flag, and actual release date.
Snapshot Page 1	

Report Name	Jail Juvenile Booking Details
Description Page 2	Page 2 of this report shows detailed information about juvenile jail booking releases. ● The card in the upper-right corner contains the juvenile booking count. ● The table lists relevant booking release details: booking number, arrestee name, offender tracking number, booking type, active status flag, scheduled release time, actual release time, release reason, and release comments. ● Report-level filters are available for agency ID, booking number, booking begin date, booking type, status reason, active status flag, and actual release date.
Snapshot Page 2	
Description Page 3	Page 3 of this report shows detailed information about jail juvenile booking charges. ● The card in the upper-right corner contains the booking charge count. ● The matrix lists relevant booking release details: booking number, offense time, primary flag, charge, charge type, charge counts, severity, and incident number. The records are grouped by the charge. ● Report-level filters are available for agency ID, booking number, booking begin date, booking type, status reason, active status flag, and actual release date.

Report Name	Jail Juvenile Booking Details
Snapshot Page 3	

Jail Juvenile Booking Snapshot

Report Name	Jail Juvenile Booking Snapshot
Data Source	INGR_JuvenileJailBooking semantic model
Description Page 1	Page 1 of this report shows a summary of information about jail juvenile bookings. • The card in the upper-right corner contains the juvenile booking count. • The table in the left column shows the juvenile booking count by gender and year-month. • The bar chart in the center displays the juvenile booking count by year-month. • The pie chart in the right column shows the juvenile booking count by booking type, drillable to year-month. • The user can filter this report by a relative date range. • Report-level filters are available for agency ID and year-month. • The year-month report filter allows users to show a year over year comparison, for example, 2019-SEPTEMBER versus 2020-SEPTEMBER.

Report Name	Jail Juvenile Booking Snapshot
Snapshot Page 1	
Description Page 2	Page 2 of this report shows a summary of information about jail bookings, focusing on agency ID. • The table in the top-right corner shows the juvenile booking count by agency ID and year-month. • The pie chart in the left column shows the juvenile booking count by agency ID, drillable to year-month. • The column chart at the bottom shows the juvenile booking count by agency ID and year-month. • Report-level filters are available for agency ID and year-month. • The year-month report filter allows users to show a year over year comparison, for example, 2019-SEPTEMBER versus 2020-SEPTEMBER.

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Report Name	Jail Juvenile Booking Snapshot
Snapshot Page 2	
Description Page 3	Page 3 of this report shows a summary of information about jail booking charges. • The card in the left column displays the juvenile booking charge count. • The pie chart in the left column shows the juvenile booking charge count by agency ID, drillable to year-month. • The column chart in the top-right corner contains the juvenile booking charge count by severity and year-month. • The column chart in the bottom-right corner contains the juvenile booking charge count by charge and year-month. • Report-level filters are available for agency ID and year-month. • The year-month report filter allows users to show a year over year comparison, for example, 2019-SEPTEMBER versus 2020-SEPTEMBER.

Report Name	Jail Juvenile Booking Snapshot
Snapshot Page 3	

Offense Monthly

Report Name	Monthly Offense
Data Source	INGR_Incident semantic model
Description Page 1	Page 1 of this report contains the following offense information: • Cards provide counts of offenses for the month and year to date. • A bar chart shows the counts of offenses by location type. • A pie chart shows the counts of offenses by statute code. • A table provides information on the top 10 offense categories with their corresponding monthly count and year-to-date count. • Report level filters are available for agency ID, district, neighborhood.
Description Page 2	Page 2 of this report shows a ribbon chart with the offense count by division for each month.

Use of Force Details

Report Name	Use of Force Details
Data Source	**INGR_UseOfForce** semantic model
Description Page 1	Page 1 of this report shows a summary of use-of-force information. ● The card in the upper-right corner contains the use-of-force count. ● The table contains various details in a table format: use of force ID, report number, address, municipality, involved officer, report date, and assorted flags. ● The user can filter this report by reason other and involved officer slicers. ● Report level filters are available for agency ID, district, neighborhood.
Description Page 2	Page 2 of this report shows a summary of use-of-force information. ● The card in the upper-right corner contains the use-of-force count. ● The table on the left contains various details in a table format: use of force ID, report number, reason other. ● The map on the right shows the location of the use of force. ● The user can filter this report by reason other and involved officer slicers. ● Report level filters are available for agency ID, district, neighborhood.
Description Page 3	Page 3 of this report shows a summary of use-of-force information. ● The line chart shows the use of force count by reason other with the dashed orange line representing the trend line. ● Report level filters are available for agency ID, district, neighborhood.

Use of Force Snapshot

Report Name	Use of Force Snapshot
Data Source	**INGR_UseOfForce** semantic model
Description Page 1	Page 1 of this report shows a summary of use-of-force information. • The donut graph on the upper-left corner contains the use-of-force count, represented as a percentage, by reason other. • The bar chart on the lower-left corner contains the use-of-force count by weapon of opportunity. • The table on the upper-right corner shows the use of force count by involved officer. • The bar chart on the lower-right corner shows a chart of use of force count by narrative type. • Report level filters are available for agency ID, district, neighborhood.
Description Page 2	Page 2 of this report shows a summary of use-of-force information. • The card in the top-center contains the use-of-force count. • The map on the left shows the location of the use-of-force by involved officer. • The bar chart on the right displays the use-of-force count by involved officer. • The user can filter this report by an involved officer slicer. • Report level filters are available for agency ID, district, neighborhood.
Description Page 3	Page 3 of this report shows a summary of use-of-force information. • The card in the top-center contains the use-of-force count. • The map on the left shows the location of the use of force by reason other. • The bar chart on the right contains the use of force count by reason other, drillable to weapon of opportunity. • The user can filter this report by a reason other slicer. • Report level filters are available for agency ID, district, neighborhood.

Misc Service Details

Report Name	Misc Service Details
Data Source	INGR_MiscService semantic model
Description Page 1	Page 1 of this report shows detailed miscellaneous service information: ● The card in the top-right corner shows the count of records with miscellaneous service ID numbers. ● The table contains details related to the miscellaneous service: occurred time, reported time, assigned time, closed time, assigned bureau, call type, comments, disposition name, status, and synposis. ● The user can filter this report by a relative date range.