

**Statement of Work # COFMSS0201
Under Organizational Assessment, Consulting and Deployment Services (CTR062609)**

Statement of Work for City of Flagstaff Computer Aided Dispatch (CAD) / Records Management System (RMS) Software Selection and Contract Negotiations.

1. Introduction

MSS Business Transformation Advisory, Inc. (MSS) will partner with the City of Flagstaff (the City) to facilitate the first phase of its multi-agency effort to replace the existing Computer Aided Dispatch (CAD) and Records Management System (RMS).

This phase focuses on working collaboratively with the City's Police Department, Fire/EMS, Coconino County Sheriff's Office, and Northern Arizona University Police to:

- Define operational and technical requirements for a modern public safety platform,
- Document current challenges and opportunities through process mapping and stakeholder engagement,
- Assess integration needs with the Jail Management System (JMS), and
- Evaluate how well the two shortlisted vendors, Mark43 and Versaterm, align with these needs.

The outcome of this work will enable the City to make an informed decision on the next steps for procurement and contracting, ensuring the selected approach supports operational goals, technical alignment, and procurement compliance.

2. Scope of Services

2.1 Approach & Key Activities

Objective:

Capture and validate operational, technical, and integration requirements for a multi-agency CAD/RMS system, develop business processes and perform a gap analysis with the two preferred vendors: Mark43 and Versaterm.

Phases:

1. Project Initiation
2. Discovery & Current State Process Mapping
3. Requirements Gathering
4. Future State Process Design (address pain points)
5. Vendor Fit-Gap Assessment
6. JMS Fit Assessment
7. Documentation & Final Review

2.2 Key Activities (by Phase)

Initiate (and Ongoing Project Management)

- Project kickoff
- Governance and team confirmation
- Project work plan and schedule development
- Set up project management tools (status, action items, risks, decisions)
- Conduct Weekly Status Meetings
- Maintain Project Plan
- Address any project risks/issues

Discovery & Current State Process Mapping

- Workshops and/or interviews with each agency
- Process mapping for 6 domains

- Emergency Call Intake & Dispatch
- Field Unit Operations
- Incident Records Management
- Fire/EMS Operations
- Interagency Data Sharing & Administration
- JMS Integration Workflows
- Identify operational challenges

Requirements Gathering

- Define operational, technical, compliance requirements
- Multi-tenant access and data partitioning rules
- JMS integration protocols and data exchange scenarios
- Build Requirements Traceability Matrix

Future State Process Design

- Validation workshops (single and multi-jurisdictional)
- Align future workflows

Vendor Fit-Gap Assessment

- Compare Mark43 and Versaterm capabilities against requirements
- Identify gaps, risks, and customizations
- Summarize in a Fit-Gap Analysis report

JMS Fit Assessment

- Document high-level integration workflows, pain points and scenarios
- Structure evaluation criteria for JMS vendor solutions
- High-level Fit-Gap assessment of Hexagon and Versaterm

Documentation & Final Review

- Finalize all deliverables into Requirements & Process Documentation Package
- Review with project steering committee

2.3 Deliverables (by Phase)

Initiate (and Ongoing Project Management)

- Project Work Plan, RACI, Objectives & Metrics
- Governance Framework
- Status Reports, Logs (action items, risks, decisions)
- Lessons Learned

Discovery & Current State Process Mapping

- Current State Process Diagrams (for all 6 domains)
- Pain points and gap analysis

Requirements Gathering

- Requirements Documentation
- Traceability Matrix

Future State Process Design

- Future State Process Flow Diagrams
- Multi-tenant security/data partitioning model

Vendor Fit-Gap Assessment (optional)

- Fit-Gap Analysis Report

JMS Fit Assessment

- High-level integration workflows
- Evaluation criteria for JMS vendor solutions
- High-level Fit-Gap assessment of Hexagon and Versaterm

Documentation & Final Review

- Final Report & Deliverables Package
- Lessons Learned Summary

2.4 Project Schedule and Cost

Cost

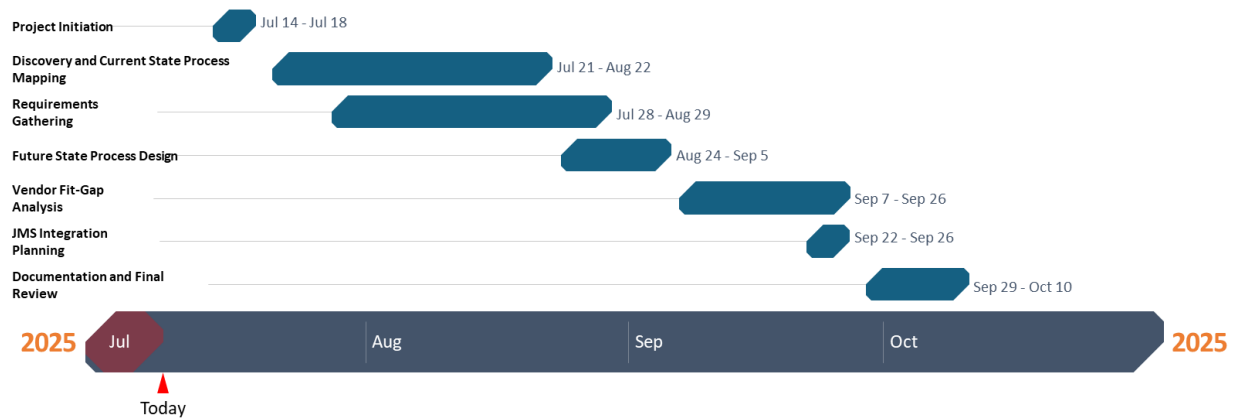
MSS will commence work on this project July 14, 2025, or another mutually agreeable date. The project is estimated to last approximately 12 weeks.

The fixed price for this scope of work will be \$150,000.

MSS will invoice the City of Flagstaff per the following schedule:

| Phase | % | Payment Amount |
|---|-------------|-----------------------|
| <i>Project Initiation</i> | 10% | \$15,000 |
| <i>Discovery & Current State Process Mapping</i> | 30% | \$45,000 |
| <i>Requirements Gathering & Vendor Fit-Gap Assessment</i> | 30% | \$45,000 |
| <i>Documentation & Final Review</i> | 30% | \$45,000 |
| Total | 100% | \$150,000 |

Estimated Schedule



2.5 Assumptions

- Any changes to scope will be jointly agreed to by the City and MSSBTA; and will be captured in Change Order.
- Leadership, Subject Matter Experts (SMEs), and Key Stakeholders will be available on a timely basis for the project to avoid delays.
- City will provide MSSBTA documentation, deliverables from prior work, and other resources necessary to perform the stated work.

- City will provide MSSBTA with an internal resource who will assist with scheduling meetings and other project logistics.
- Process improvement opportunities will be captured but not implemented within the scope of this work effort.
- MSSBTA retains the right to keep and use all Requirements captured during this project for its requirements repository.
- Both Mark43 and Versaterm will participate in the fit-gap analysis and vendor validation activities, providing access to system demonstrations, documentation, and Q&A with their teams.
- The City will determine the final procurement approach (e.g., invitation-only RFP, open RFP, or cooperative contract) based on the findings of this engagement.
- City Procurement and Legal will be available for consultation once procurement planning begins.
- MSSBTA will collaborate with the City to minimize travel. If travel is agreed to MSSBTA will be reimbursed for actual expenses incurred in accordance with the current rates specified in the State's Travel Policy.

3.0 Master Agreement Governs

The City of Flagstaff acknowledges and agrees that the obligations of the City under this Statement of Work are subject to the terms of the Organizational Assessment, Consulting and Deployment Services #CTR062609-1, dated 10/11/2022, between MSSBTA and the State of Arizona.

Agreed to by:

MSS Business Transformation Advisory, Inc.
7250 N 16th Street, Suite 310
Phoenix, AZ 85020

City of Flagstaff

Authorized Signature

Authorized Signature

Name - type or print

Name - type or print

Title

Title

Date

Date

Billing Address:

Purchase Order Number: _____
(If Applicable)