

COOPERATIVE PURCHASE CONTRACT

Contract No. 2026-880

This Contract by and between the City of Flagstaff, a political subdivision of the State of Arizona, and Versaterm Public Safety Inc., a British Columbia corporation ("Contractor") shall be effective as of the date of the last signature below. The City and Contractor may be referred to as "Party" or jointly as "Parties."

RECITALS

WHEREAS, Contractor is a fully authorized vendor of Police Department Records Management and Field-Based Reporting System Solution;

WHEREAS, a competitive and open procurement process was conducted through City of Mesa RFP #2017190 that resulted in City of Mesa Contract #2017190 with Contractor ("Agency Contract"); and

WHEREAS, the City has authority to enter into a cooperative purchase contract with Contractor utilizing the Agency Contract.

NOW, THEREFORE, effective on the last date of execution, and in consideration for the mutual promises contained herein, the Parties agree as follows:

AGREEMENT

1. Materials and/or Services Purchased

Contractor shall provide to the City the materials and/or services, as specified in the Service Schedule, attached hereto as Exhibit 1 and in accordance with the Agency Contract. A general description of the materials and/or services being purchased is:

CAD, Mobile, RMS SaaS Solutions for Police Department

2. Terms and Conditions of Agency Contract Apply

- A. All provisions of the Agency Contract documents contained within City of Mesa Contract #2017190, attached hereto as Exhibit(s) 2, 3, and 4 including any amendments, are incorporated in, and shall apply to this Contract, as though fully set forth herein; provided, however, that all matters relating to implementation and operational details shall be governed by Exhibit A.
- B. Contractor is responsible for promptly notifying City in writing of any changes to the Agency Contract related to price for materials and/or services.

3. Compensation

3.1 Payment

Contractor shall be paid for satisfactory performance of the Contract in the amount of one million two hundred thirty-two thousand nine hundred and seventy-seven (\$1,232,977) one-time (implementation) and eight

hundred twenty-nine thousand six hundred and twenty-nine \$829,629 annually (initial subscription), for a total of two million sixty-two thousand six hundred and six dollars (\$2,062,606) in year one, with subsequent annual subscription increases capped at 5%; made in accordance with the Service Schedule. Total payment amount includes installation and two annual subscriptions for the initial term of the contract.

3.2 Formal Amendment Required

Any price adjustment must be approved by mutual written consent of the parties through a formal amendment. The City Manager or his/her designee may approve an amendment if the total amount of any amendments is less than \$100,000; otherwise, City Council approval is required.

4. Term and Renewal

4.1 Contract Term

A. The underlying Agency Contract expires on October 31, 2028.

B. The Contract will be effective as of the date signed by both parties and will terminate on October 31, 2028 unless terminated pursuant to the provisions of the contract. The City Council has the authority to amend the term of the Contract.

4.2 Renewal

This Contract may be renewed for additional terms by mutual written consent of the parties consistent with any renewals of the Agency Contract. The City Manager or his/her designee (the Purchasing Director) shall have authority to approve renewal on behalf of the City.

5. Insurance

All insurance provisions of the Agency Contract shall apply, including any requirement to name the City as an additional insured. Upon request, Contractor shall furnish City with a copy of the current Certificate of Insurance required by the Agency Contract.

6. Notice

Any formal notice under the Contract shall be in writing via certified mail and email as follows:

To the City:

Allison Hughes
Police - Administration
City of Flagstaff
211 W. Aspen Ave.
Flagstaff, AZ 86001
Email: ahughes@flagstaffaz.gov
Phone: (928) 556-2305

To the Contractor:

Legal Department
Versaterm Public Safety Inc.
400-1331 Clyde Ave

Ottawa, Ontario K2C 3G4
Email: legal@versaterm.com
Phone: 613-820-0311

With a copy to:

Josh Linam
City of Flagstaff
211 W. Aspen Ave.
Flagstaff, AZ 86001
Email: joshua.linam@flagstaffaz.gov

7. Termination for Convenience

City reserves the right to terminate this Agreement, in part or in whole, for its sole convenience upon thirty (30) calendar days' written notice. Contractor acknowledges that, as with any termination permitted under this Agreement, in the event of a termination for convenience, Contractor is only entitled to payment in accordance with Section 8 (Payment to Contractor Upon Termination); Contractor will not be entitled to any anticipated lost profits had the Agreement been performed to completion.

8. Payment to Contractor Upon Termination

Upon termination of this Agreement for any reason, Contractor will be entitled only to payments authorized under the Agreement for those services performed or materials provided in accordance with the Agreement up to the date of termination, and any authorized expenses already incurred up to such date of termination. City will make final payment within thirty (30) calendar days after City has both completed its appraisal of the materials and services provided and received Contractor's properly prepared final invoice.

9. Termination for Non-Appropriation and Modification for Budgetary Constraint

City is a governmental agency which relies upon the appropriation of funds by its governing body to satisfy its obligations. If City reasonably determines it does not have funds to meet its obligations under this Agreement, City will have the right to terminate the Agreement without penalty on the last day of the fiscal period for which funds were legally available. In the event of such termination, City agrees to provide written notice of its intent to terminate thirty (30) calendar days prior to the stated termination date.

10. Termination for Non-Appropriation of Federal Funds

This Agreement may rely on federal funding. If federal funds are, in whole or in part, withdrawn, suspended, or unavailable, the City reserves the right to terminate this Agreement upon forty-eight (48) hours' written notice to Contractor. The City shall pay to Contractor only such compensation, including reimbursable expenses, due for services properly performed or materials purchased before the termination date. The lack of federal funds and any termination that results therefrom shall not be a default by the City under this Agreement.

IN WITNESS WHEREOF, the Parties hereto have executed Contract as of the date hereinbefore indicated.
CITY OF FLAGSTAFF CONTRACTOR

SIGNATURE

FULL NAME

TITLE

DATE SIGNED

Attest:

SIGNATURE

Stacy Saltzburg

FULL NAME

City Clerk

TITLE

DATE SIGNED

SIGNATURE

FULL NAME

TITLE

DATE SIGNED

SIGNATURE

FULL NAME

TITLE

DATE SIGNED

Approved as to form:

SIGNATURE

FULL NAME

City Attorney's Office

TITLE

DATE SIGNED

Contract Exhibit 1

Service Schedule – CAD RMS vCloud (SaaS)

The terms and conditions that are specific to this Service Schedule are set forth herein. In the event of a conflict between the provisions of this Service Schedule and the Contract or the Agency Contract, the provisions of this Service Schedule shall prevail to the extent of the inconsistency, but only for the purposes of this Service Schedule. Capitalized terms herein will have the meanings set forth in the Agency Contract or the "Definitions" as further defined below.

1. Definitions

Any capitalized word or term used in this Service Schedule but not otherwise defined herein shall have the meaning given to it in the Agency Contract.

- 1.1. "Authorized Users" has the meaning given in the Agency Contract. For the purposes of calculating Subscription Fees under this Service Schedule, the number of Authorized Users shall be determined by reference to the total Number of Sworn Officers ("NSO") across all participating agencies, as certified by the personnel orders of each agency.
- 1.2. "Critical Priority Error" means complete system failure where the Subscription Service is not available for use.
- 1.3. "High Priority Error" means a serious problem that materially affects the operational use of the Subscription Service.
- 1.4. "Major Enhancement Release" means a change or new release of the Subscription Service then in use by the Customer containing new functions, features and enhancements that have become part of the standard system.
- 1.5. "Minor Enhancement Release" means a change or new release of the Subscription Service then in use by the Customer designed to correct Problem(s) and/or provide minor functionality additions.
- 1.6. "On-Site Software" means Software, as defined in the Agency Contract, that are installed and used on Customer's own systems or premises, on the license terms set out herein.
- 1.7. "Problem" means a failure of the Subscription Service to function substantially in accordance with the Documentation.
- 1.8. "Production Use" means the use of one or more functional application components to collect and manage real customer information for the purpose of serving actual customer needs; this is in contrast to "testing mode", where real customer information may be used, but only for the purpose of evaluation and testing.
- 1.9. "Support Authority" means the Customer's designated employee(s) authorized to approve additional, separately billable time & materials support work, beyond that included in this Service Schedule.
- 1.10. "Support Contact" means Customer's designated employee, a consultant providing services directly to the Customer, or another designated Customer representative with whom Versaterm will communicate when providing Support. The Support Contact must be knowledgeable about how the Subscription Service is being used and must be familiar with the operating environment under which it is being used.
- 1.11. "Source Code" means a collection of computer instructions written using a human-readable programming language. Source Code includes all material including, but not

limited to, design documentation, User Documentation, reference manuals, libraries for the Software, and interface software, in any form (printed, electronic, or magnetic).

- 1.12. "Third Party Application" means a third-party service by a Third-Party Provider(s) approved by Versaterm to which the Customer and any Authorized User facilitates Versaterm's access to, and use of the Subscription Service, via an application programming interface or other means.
- 1.13. "Third Party Providers" means third parties, including other vendors, federal agencies, state/provincial agencies, and local agencies that control products and/or databases with which the Subscription Service are to be interfaced but for the avoidance of doubt shall not include any Third Party Suppliers.
- 1.14. "Versaterm Certified Browsers" means acceptable browsers on which Versaterm shall operate its Software. This internal list shall be maintained by Versaterm.

2. Service Schedule Information

2.1. Software and Authorized Users:

- CAD/Mobiles Authorized Users: 396
- RMS/Mobiles Authorized Users: 218
- Regional Partner Agencies
 - Flagstaff Police Department
 - Flagstaff Fire Department
 - Coconino County Sheriff's Office
 - Northern Arizona University Police Department
 - Flagstaff Airport Emergency Services
 - Summit Fire and Medical District
 - Highlands Fire District
 - Blueridge Fire District
 - Forrest Lakes Fire District
 - Pinewood Fire Department
 - Terros Health
 - Solari Crisis and Human Services

- Software:

CAD, Mobiles & RMS

- vCAD
- AVRR
- vMonitor
- RemoteCAD/webCAD
- vMDT
- vMRE
- vMobile
- vRMS
- Versaterm Message Controller (VMC)
- VGI GIS Maintenance Tool
- Data Mart (VDM)
- Replicated CAD & RMS Database
- Customer is granted read-only access to the complete Customer dataset through supported programmatic access methods

- Mindbase
- Third Party Components**
- 2 sets of VPN tunnels

CAD Interfaces

- Motorola Vesta 911
- Evidence.com AXON
- ESO Fire RMS
- Prepared 911- NIEM Add Call
- GIS Interface
- NCIC/JWI
- FlowMSP
- Versaterm CommunityConnect Integration
- Versaterm vCAD to DroneSense Integration
- vMonitor CAD API

RMS Interfaces

- County JMS Arrest Transfer
- Karpel
- Mugshot
- NCIC/JWI
- vRMS API – Peregrine
- eCitation to Court Upload
- ADOT Crash
- CARFAX
- vRMS API - Pragmatica

2.2. Initial Subscription Term: CAD Subscription Start Date to October 31, 2028

The Subscription Term for vCAD shall commence upon completion of Configure vCloud Servers (CAD SOW Task #6) (the "CAD Subscription Start Date"). The Subscription Term for vRMS shall commence upon completion of Configure vCloud Servers (RMS SOW Task #6) (the "RMS Subscription Start Date"). Versaterm shall be entitled to invoice the applicable Subscription Fee on and from each respective Subscription Start Date. The subscription term for vRMS shall be pro-rated so that the anniversary date of the vRMS subscription term aligns with the anniversary date of the vCAD subscription term.

2.3. Fees:

- a. One-time Professional Services Fees: \$1,232,977 USD, invoiced in accordance with the table below.

Customer agrees that the implementation of vCAD and vRMS shall occur in two phases. Versaterm shall first deploy vCAD, followed by the deployment of vRMS.

Professional Services for CAD

Milestone Event	CAD SOW Task #	Fees Subtotal	Invoicing
Project Kick-off	2	\$120,377	20% of the CAD Professional Services Fees invoiced upon completion of SOW task.
Configure vCloud Servers	6	\$120,377	20% of the CAD Professional Services Fees invoiced upon completion of SOW task.
Conduct Implementation Workshop and Working Sessions	9	\$120,377	20% of the CAD Professional Services Fees invoiced upon completion of SOW task.
Ready For Training	16	\$120,377	20% of the CAD Professional Services Fees invoiced upon completion of SOW task.
Production Use	19	\$120,377	20% of the CAD Professional Services Fees invoiced upon completion of SOW task.

Professional Services for vRMS

Milestone Event	RMS SOW Task #	Fees Subtotal	Invoicing
Project Kick-off	1	\$126,219	20% of the RMS Professional Services Fees invoiced upon completion of SOW task.
Configure vCloud Servers	6	\$126,219	20% of the RMS Professional Services Fees invoiced upon completion of SOW task.
Conduct Implementation Workshop and Working Sessions	9	\$126,219	20% of the RMS Professional Services Fees invoiced upon completion of SOW task.
Ready For Training	17	\$126,219	20% of the RMS Professional Services Fees invoiced upon completion of SOW task.
Production Use	20	\$126,219	20% of the RMS Professional Services Fees invoiced upon completion of SOW task.

- b. Initial Subscription Fee: \$829,629 USD, invoiced in accordance with the table below.

Subscription Service	Fees Subtotal	Invoicing
CAD Cloud Subscription	\$504,378	100% of the Fees invoiced upon Configure vCloud Servers, CAD SOW Task #6 ("vCAD Subscription Payment Date")

RMS Cloud Subscription	\$325,251	100% of the Fees invoiced upon Configure vCloud Servers, RMS SOW Task #6 ("vRMS Subscription Payment Date")
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c. Subsequent Subscription Fees (Renewal)

The annual Subscription Fee for subsequent years of the Subscription Service (each a "Subscription Renewal Term") shall be paid in full on each anniversary of the vCAD Subscription Start Date (the "Subscription Renewal Date"). The initial vRMS Subscription Fee shall be pro-rated in accordance with Section 2.2 so that all subsequent vCAD and vRMS renewal payments fall on the same Subscription Renewal Date.

i. Calculation of Subscription Fees

The annual Subscription Fee shall be based on the total number of Authorized Users across all participating agencies, determined ninety (90) days prior to the Subscription Renewal Date. Additional agencies may be added during the Subscription Term, and the number of Authorized Users shall be adjusted accordingly.

Should sworn personnel be recategorized into non-sworn roles, Versaterm reserves the right to establish an appropriate User Class and associated fee.

2.4. Egress and Connectivity

Versaterm will provision redundant Customer VPN end points for up to 2 connections. Each VPN connection has two tunnels that should be configured by Customer to provide redundancy. Customer is responsible for providing and configuring the required Customer Gateway VPN hardware and software.

Customer Data shall be made available for egress for a total of 650 gigabytes per month. Any egress connectivity beyond this rate shall be charged periodically at prevailing rates at the time and shall be paid in full when and as required, and also according to the termination provisions set forth in Section 18 (Termination) of the Agency Contract.

2.5. Database / Disk Storage

Initial Database Storage

a. The initial database storage shall be made available as follows:

- a maximum of 300 gigabytes for the RMS Production Databases;
- a maximum of 300 gigabytes for the RMS Production Read-Replica Databases;
- a maximum of 100 gigabytes (combined) for the RMS Test/Implementation and Training Databases.
- a maximum of 300 gigabytes for the CAD Production Databases;
- a maximum of 300 gigabytes for the CAD Production Read-Replica Databases;
- a maximum of 100 gigabytes (combined) for the CAD Test/Implementation and Training Databases.

- b. For each Subscription Renewal Term, an automatic database storage increase of 10% of the initial database storage maximums, as listed in this subsection, will be provided to accommodate storage growth over time. For example, if it's an increase of 10%: Year 1 - 300GB, Year 2 - 330GB, Year 3 - 360 GB, Year 4 - 390 GB, Year 5 - 420 GB.

Initial Disk Storage

- a. The initial disk storage (for multimedia attachments and logs) shall be made available for a total maximum of 650 Gigabytes.
- b. For each Subscription Renewal Term, an automatic disk storage increase of 10% of the initial disk storage maximum, as listed in this subsection, will be provided to accommodate storage growth over time. For example, if it's an increase of 10%: Year 1 – 650GB, Year 2 – 715 GB, Year 3 – 780 GB, Year 4 – 845 GB, Year 5 – 910 GB

Any storage use beyond these allocations will be charged at the current prevailing rates, and shall be paid in full when and as required and in accordance with Section 18 (Termination) of the Agency Contract.

Versaterm will notify Customer of current database/disk storage consumption prior to the annual subscription renewal to allow Customer can take appropriate action (e.g., increase storage).

3. Invoices

Versaterm shall send invoices to Customer at the following e-mail address: ahughes@flagstaffaz.gov

Should invoice email address change, Customer shall promptly notify Versaterm.

4. Onboarding

- 4.1. Exhibits A, B and C to this Service Schedule shall include the following documentation detailing each party's roles and responsibilities for the onboarding of the Subscription Service and as applicable additional terms and conditions regarding the Subscription Service:

CAD

Exhibit A.1 – Statement of Work

Exhibit A.2 – Project Implementation Schedule

Exhibit A.3 – Interface Control Document

Exhibit A.4 – Acceptance Test Plan

Exhibit A.5 – Training Course Outlines

Exhibit A.6 – Documentation

Exhibit A.7 – Customer Supplied Hardware and Third Party Software

Exhibit A.8 – Change Control Log

RMS

Exhibit B.1 – Statement of Work
Exhibit B.2 – Project Implementation Schedule
Exhibit B.3 – Interface Control Document
Exhibit B.4 – Acceptance Test Plan
Exhibit B.5 – Training Course Outlines
Exhibit B.6 – Documentation
Exhibit B.7 – Customer Supplied Hardware and Third Party Software
Exhibit B.8 – Change Control Log
Exhibit B.9 – Data Conversion Plan

Mindbase

Exhibit C.1 – Mindbase Platform Terms and Conditions
Exhibit C.2 – Statement of Work

5. License

5.1. Compliance

The Customer will be responsible to Versaterm for compliance by Customer and all its Authorized Users of the terms of this Section 5 of this Service Schedule.

5.2. License for Use - Subscription Service

Subject to the terms and conditions of the Contract, the Agency Contract and this Service Schedule, and the payment of the applicable Fees, Versaterm hereby grants to Customer, for use by its Authorized Users, a non-exclusive, non-transferable, non-sublicensable license to access the Subscription Service, as further detailed in Section 2. The Subscription Service shall be accessible through a designated secure internet platform during the Term solely for the Customer's use in conjunction with the Customer's operations, and not for resale, access by third-parties, or for other commercial purposes. Apart from the rights enumerated herein, the Subscription Service do not include a grant to the Customer of any right to use, nor any ownership right, title, or other interest, in or relating to Subscription Service, nor in any copy of any part of the Subscription Service.

5.3. License for Use - On-Site Software, if applicable

Subject to the terms and conditions of the MSA and this Service Schedule, and the payment of the applicable Fees, and where applicable, Versaterm hereby grants to the Customer, for use by its Authorized Users, a non-exclusive license to use the On-Site Software, as further detailed in Section 2. The On-Site Software may only be used solely for the Customer's use in conjunction with the Customer's operations. Apart from the rights enumerated herein, the license does not include a grant to the Customer, of any right to use, nor any ownership right, title or other interest, in or relating to the On-Site Software, nor in any copy of any part of the On-Site Software.

5.4. Copies of User Documentation

Versaterm will provide Customer with access to the User Documentation, as may be updated from time to time. The Customer may use the User Documentation solely in connection with the use of Subscription Service, and may reproduce the User Documentation, provided that each copy thereby produced shall be marked with Versaterm's proprietary markings as delivered to the Customer. The Customer shall not use, print, copy, translate or display the User Documentation in whole or part for any reason other than those expressly authorized herein.

5.5. Restrictions on Use

In addition to the license restrictions set forth in Section 6 (Restriction on Use), Exhibit E of the Agency Contract, the Customer and its Authorized Users will not and will not knowingly permit any third party to: (i) share the Customer's or any Authorized User's login credentials; (ii) copy, modify, adapt, translate, or make derivative works of the Subscription Service, Third Party Data, or Third Party Components, or otherwise make any use, resell, distribute or sublicense the Subscription Service, Third Party Data or Third Party-Supplied Components other than as permitted herein; (iv) create or augment any mapping-related dataset including a mapping or navigation dataset, business listings database, mailing list, or telemarketing list for use in an implementation that is not connected to the services; (v) hide or obscure any Authorized User's location with malicious intent or purpose; (ix) permit access or use of the Subscription Service for any activities other than to enhance the Customer's own services, where reliance solely on or failure to use the Software could lead to death, personal injury, or property damage. The Customer and its Authorized Users will not access the Subscription Service if in direct competition with Versaterm and will not allow access to the Subscription Service by any party who is in direct competition with Versaterm and/or its Affiliates, except with Versaterm's prior written consent.

5.6. Third Party Applications

If Customer installs or enables a Third Party Application for use with the Subscription Service, Customer grants Versaterm permission to access Customer Data stored on that Third Party Application as required for the interoperability of that Third Party Application with the Subscription Service. In no event will Versaterm be responsible for any Third Party Application, or any failure of a Third Party Application to properly interoperate with the Subscription Service. If Versaterm receives information that a Third Party Application may violate any applicable laws or third-party rights, Customer will, promptly upon receiving notice of the foregoing from Versaterm, disable any connection between such Third Party Application and the Subscription Service to resolve the potential violation (and if Customer fails to promptly disable such connection, Versaterm shall have the right to do so).

5.7. Third Party Components

Where there are any inconsistencies or conflict between the terms and conditions of Third Party Components and the terms herein, such additional terms shall govern the Customer's use of the applicable Third-Party Component. Third Party Component license(s) are restricted for use solely with Subscription Service.

VERSATERM, NOT BEING THE PROVIDER OR MANUFACTURER OF THE THIRD PARTY COMPONENTS, NOR THE PROVIDERS' OR MANUFACTURERS' AGENT, MAKES NO EXPRESS OR IMPLIED WARRANTY OF ANY KIND WHATSOEVER WITH RESPECT TO THE THIRD PARTY COMPONENTS AND DISCLAIMS ANY SUCH WARRANTIES THAT MIGHT OTHERWISE EXIST.

5.8. Third-Party Data

Customer shall access and use the Third-Party Data in accordance with the terms and conditions of the agreement between the Customer and the provider of such Third Party Data. VERSATERM, NOT BEING THE PROVIDER OR MANUFACTURER OF THE THIRD PARTY DATA, NOR THE PROVIDERS OR MANUFACTURERS' AGENT, MAKES NO EXPRESS OR IMPLIED WARRANTY OF ANY KIND WHATSOEVER WITH RESPECT TO THE THIRD-PARTY DATA AND DISCLAIMS ANY SUCH WARRANTIES THAT MIGHT OTHERWISE EXIST.

5.9. Customer Data

As between Versaterm and Customer, Customer owns and shall retain all rights, title, and interest, including, without limitation, all Intellectual Property Rights, in and to Customer Data. Customer shall have the sole responsibility for the accuracy, quality, and legality of the Customer Data, including obtaining all rights and consents necessary to share the Customer Data with Versaterm as set forth in this Agreement. Versaterm shall not access Customer user accounts or Customer Data except: (i) in the course of data center operations, (ii) in response to services or technical issues, (iii) as required by the express terms of this Agreement, or (iv) at Customer's written request. Versaterm shall not collect, access, or use user-specific Customer information except as strictly necessary to provide the Subscription Service to the Customer. Notwithstanding the foregoing, and consistent with the MSA, Versaterm may analyze Customer Data, and the data of other customers, to create aggregated or anonymized statistics or data that do not identify Customer or any individual, and Versaterm may, during and after the Term, use and disclose such aggregated or anonymized statistics or data in its discretion.

5.10. Software Enhancements and Optional Modules

Versaterm shall supply the following, subject to the Customer's payment of applicable Fees, and subject to and in accordance with the license rights, restrictions, terms, covenants, conditions, warranties, limitations, exclusions, and other provisions set forth herein:

- a. Major Enhancement Release(s) and/or Minor Enhancement Release(s) if any, to the Customer at no additional charge.
 - i. In the event of a Major Enhancement Release, Versaterm will deploy such upgrades to the Customer's systems, as scheduled in advance, with appropriate notification to the Customer. Customer shall have 60 days to test the Major Enhancement Release, after which, it becomes part of the Software.
 - ii. In the event of a Minor Enhancement Release, Versaterm will deploy such updates to the Customer's system, as scheduled in advance, with appropriate notification to the Customer. With the goal of keeping such environments reasonably current, the Customer shall have 5 days to test the update, after which, the update shall become part of the Software.
- b. Interface modules that are developed by Versaterm for interfacing the Subscription Service to other software products; provided, that such modules are specifically included herein.

- c. Changes to Subscription Service. Versaterm software operates on a variety of common web browser types. Versaterm reserves the right to provide the Subscription Service using only Versaterm Certified Browsers.

5.11. Disclaimer on Use

THE AUTOMATIC VEHICLE ROUTING RECOMMENDATION COMPONENT (“AVRR COMPONENT”), IF LICENSED UNDER THIS AGREEMENT, IS INTENDED FOR USE AS ONE FACTOR IN DETERMINING THE BEST VEHICLE ROUTING FOR THE CUSTOMER AND IS NOT INTENDED TO BE USED AS THE SOLE SOURCE FOR DETERMINING ROUTING, NOR WHICH VEHICLES TO DEPLOY TO ADDRESS ANY EMERGENCY SITUATION. THE AVRR COMPONENT IS HEAVILY DEPENDENT ON THE QUALITY OF THE SOURCE MAPPING INFORMATION INPUTTED BY OR ON BEHALF OF CUSTOMER AND VERSATERM WILL HAVE NO RESPONSIBILITY OR LIABILITY FOR ANY ROUTING ERRORS AND/OR DELAYS, NOR ANY RESULTANT DAMAGE OR LOSS ARISING AS A RESULT OF THE MAPPING DATA OR FOR ANY DAMAGES OR LOSS CAUSED BY ANY DECISION MADE OR ACTION TAKEN IN RELIANCE ON THE AVRR COMPONENT.

6. Subscription Support

6.1. Site Access

Versaterm shall coordinate any on-site visits in advance with the Customer as needed to fulfill the obligations of this Service Schedule. The Customer shall provide reasonable access to its premises, staff, and authorities, provided Versaterm staff meet the security requirements defined in Section 8 of this Service Schedule.

6.2. Product Support

During production use, Versaterm may make Support available through access to Versaterm’s designated internet platform and direct contact with the Customer. Such Support may consist of the periodic review of current outstanding questions and usage issues, new and upcoming releases of Major Enhancement Releases and Minor Enhancement Releases, and the periodic review of potential environment changes that could impact the use of the Subscription Service.

6.3. Regular Telephone Support

During Production Use, Versaterm will make Support available by telephone to the Support Contact at substantially all times from 7:30 a.m. (EST) until 5:30 p.m. (Customer local time) each day except Saturdays, Sundays, and legal holidays in the jurisdiction of the Customer. To the extent possible by telephone, email, and remote communication, Versaterm will attempt to identify and provide a workaround for the Problem and will use reasonable efforts to provide a final solution for the Problem, if applicable. Versaterm will respond to telephone requests in accordance with the response times set forth in the Defect Level Response Table in Section 6.6 below.

6.4. 7x24 Emergency Telephone Support

Versaterm will provide 7x24 Telephone Support that extends Support for problems identified as Level 1 or Level 2 Defects (as defined in Section 6.6) to include all hours not already provided for within Regular Telephone Support. 7x24 Telephone Support allows the Customer's internal support staff that are technically capable and who first troubleshoot the problem, to authorize Versaterm to provide 7x24 Telephone Support.

6.5. Termination of Corrective Action

Versaterm may, but need not, terminate its corrective efforts under this Service Schedule at any time if, in its business judgment:

- a. The Customer fails to perform its obligations under this Service Schedule; or
- b. The Customer is not using the then current unmodified version of the Subscription Service or other versions of the Subscription Service then supported by Versaterm; or
- c. Versaterm and/or the Customer is not able to reproduce the Problem in the applicable operating environment and verify that the Problem is in fact in the Subscription Service and not elsewhere; or
- d. The Problem is not material; or
- e. Further corrective efforts are not appropriate because the Problem has been identified and is caused by an external factor not within Versaterm's control; or
- f. Versaterm has declared the Problem as probably being caused by something external to the supplied Subscription Service, such as aberrations within the Customer's network (LAN and/or WAN and/or related network equipment). Versaterm will terminate work on this Problem unless the Customer authorizes further diagnosis effort that may be billable separately under this Service Schedule when and if the suspected external problem source is confirmed. If confirmed as being caused by an external source, then such work will be billed on a time and materials basis at the then prevailing hourly rates for Support (whether within or outside normal support hours) and can be authorized by e-mail by the designated Support Authority or other as designated in writing to Versaterm as having that authority.

6.6. Priority Level Response Table

Priority Level	Definition /User Impact (Severity)	Example	Response Time	Versaterm Response	Close-Out	Communications	After Action Report
Level 1- Urgent	System Down / Unusable - A significant feature or core workflow is impaired or non-functional, causing meaningful disruption to business operations. No alternative process or workaround is	• Full application outage • Inability to log in across the user base • Critical data loss or corruption • Security breach actively impacting the system.	< 30 Minutes	Versaterm immediately provides expert personnel to resolve the issue remotely, aiming to resolve within 4 hours of notification.	Support maintained until resolved or viable workaround provided, or if issue is due to non-Versaterm component/soft ware.	Status updates will be provided at reasonable intervals, typically hourly during active service restoration efforts.	Post-resolution summary of root cause, actions taken, and prevention measures, provided upon written request by the Customer.

	available to maintain normal service delivery.						
Level 2-High	High priority problem impacting operational use of the entire Subscription Service or a component, without an available workaround (e.g., system-wide slowness).	• Critical report that cannot be generated • Key integration that has failed, or a workflow that is entirely blocked for a user group. • Efficiency/Performance/Throughput: System is functional but does not match the performance criteria. • Functions are not executing correctly and are stopping cases from being processed. No workaround available.	Response within 4 hours, escalation as required.	Expert assistance provided, aiming for a 12-hour resolution.	Support maintained until resolved or workaround provided, or if issue is due to non-Versaterm component/software.	Status updates as necessary, typically every 4 hours during active service restoration efforts.	Post-resolution summary of root cause, actions taken, and prevention measures, provided upon written request by the Customer.
Level 3-Normal	Component of Subscription Service does not work as expected, with available workaround and minimal impact on productive use.	• UI element not behaving correctly but accessible via another path, or an export function failing while data can still be retrieved another way. Resolution is important but not urgent. • Decrease system's efficiency/performance/throughput • Decreases user/department's efficiency in completing tasks	Response within one Business Day.	Addressed and fix scheduled in upcoming patch.	N/A	Updates as necessary.	N/A
Level 4-Low	Minor issue with no effect on productive use	• User Error: Problem reported by user that was a	Response within 5	Fix scheduled in future patch or upgrade.	N/A	Updates as necessary.	N/A

	(e.g., minor formatting issues).	result of user error or misunderstanding. • Isolated workstation failure.	Business Days.				
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7. System Performance and Availability Standards

This Section 7 sets forth the performance and availability standards to which the Versaterm vCAD and vRMS Software is expected to perform, provided Customer meets Versaterm's recommended hardware and network specifications, including server, desktop workstation and mobile configurations, and that the Customer uses the Software according to its intended design. Server hardware and software requirements, minimum workstation configurations, and network requirements are detailed in this Service Schedule. Specifications and requirements are subject to change to support future Major Enhancement Releases.

The measured times exclude any factors that may be caused by factors outside of Versaterm's control, such as, but not limited to, the network.

7.1. vCAD Transaction Response Times

The vCAD Software performance is based on transaction response times, which are measured from operator action until visual response is observed or until the operation is completed. Expected response times are not for data-dependent transactions, such as, but not limited to, displaying data lists, displaying dashboards, querying external interfaces, attaching files, printing, or performing browse searches. For such types of data-dependent transactions, the response time results may vary depending on the amount of data involved, the sizes of the files involved, or the types of search criteria entered.

Below defined response times do not include dispatch recommendations/dispatching using AVL or AVRR, unless specified.

The approach taken will be to measure the performance of a series of identified transactions from a vCAD call-taker/dispatcher workstation while the Subscription Service is under normal and reasonable workload within the Production Use environment. Delays caused by the network will not be included in the response times.

When measuring response time, no browse transactions (ad-hoc queries against the database using the browse functions) or vCAD reports will be processed. The response times will be measured from vCAD workstations that meet the recommended workstation requirements as defined herein.

Running a vCAD session (i.e. signed on as a dispatcher), the following times should not be exceeded:

Transaction #1	Display "Add Call" form. Measured from the time the 'add call' function key is pressed until the form is displayed. Excludes first time the 'Add Call' form is invoked (form is being cached).	1 second 95% of the time
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Transaction #2	Display call in queue - measured from when "ENTER" is pressed on completed call screen and the call is displayed in the pending queue.	2 seconds 99% of the time
Transaction #3	Validate address (from time last character entered to the display of district/beat/grid or invalid location form or display of matching street list). From time user tabs out of location field until successful geocoding occurs. Assumes full street name is entered or 2 full street names are entered for intersections.	2 seconds 99% of the time
Transaction #4	Status change for single unit (enroute, onscene) - measured from when "ENTER" is pressed and unit status results are displayed on unit status.	2 seconds 95% of the time
Transaction #5	Retrieve Call using call number as a parameter. - measured from when call number is entered and "ENTER" is pressed until call is displayed.	2 seconds 99% of the time
Transaction #6	Display the recommended response units for the incident, measured from when the user enters the DP (Dispatch Recommendation) command to when the recommended units are displayed on the dispatcher screen. Assumes non-AVRR dispatch recommendation of 10 units or under.	2 seconds 99% of the time

Navigational Transactions

Navigational transactions involve the ease of movement from screen to screen or field to field. The response time for navigational transactions is expected to usually take one second (or less).

Examples include:

- Tabbing from field to field in any screen within the Software
- Looking up valid values for a coded field

7.2. vRMS Transaction Response Times

The vRMS Software performance is based on transaction response times, which are measured from operator action until visual response is observed or until the operation is completed. The types of transactions that have predictable response times include the majority of navigational and maintenance transactions.

Versaterm does not provide expected response times for data-dependent transactions, such as, but not limited to, displaying data lists, displaying dashboards, uploading MRE reports from the MDT, querying external interfaces, attaching files, printing reports, or performing browse searches. For such types of data-dependent transactions, the response time results may vary depending on the amount of data involved, the sizes of the files involved, or the types of search criteria entered.

Navigational Transactions

Navigational transactions involve the ease of movement from screen to screen or field to field. The response time for navigational transactions is expected to usually take one second (or less). Examples include:

- Tabbing from field to field in any screen within the Software

- Looking up valid values for a coded field

Module Load Transactions

Module load transactions involve the loading of a program module/feature that requires loading an application and initializing the functions. The response time for module load transactions is expected to usually take two second (or less). Examples include

- Loading of programs to access modules within the Software (e.g. loading the General Offense (GO) Report program from the main Records menu (of the vRMS application)

Maintenance Transactions

Maintenance transactions involve add/update transactions in the backend database tables. The response time for maintenance transactions is expected to take three seconds or less. Examples include:

- Saving new or updated information entered into the Software screens, such as adding or updating a General Offense screen (note: transaction response time does not include the time required for the end-user to make a decision if prompted by the vRMS)

7.3. Availability Standards

During Production Use of the Subscription Service, the vCAD or vRMS Software shall be available in the production environment 99.99% of the time. The following specifications define both availability and the method by which it is calculated:

Availability is expressed as a percentage of the maximum expected availability over a given period. The Software shall be available seven days per week, 24 hours per day.

The percentage availability for any period will be calculated as follows:

$$(\text{Total Hours in Period} - \text{Hours System Unavailable}) \times 100 / \text{Total Hours in Period}$$

"Unavailability" is where the vCAD and/or vRMS Software is completely and generally unavailable for the Customer's use (but not the use of any one Authorized User, or subset/group of users; or access from any one vCAD desktop, or group of vCAD desktops), and does not include any unavailability attributable to:

- Scheduled downtime for maintenance;
- Scheduled downtime for Major Enhancement Releases and Minor Enhancement Releases;
- scheduled downtime for operating system patch updates;
- downtime for upgrades or updates to system software components and tools integrated as part of the Subscription Services;
- downtime for upgrades or updates to cloud-based Third-Party Software Components and services integrated as part of the Subscription Services;
- downtime related to connectivity issues resulting from Customer or third-party-provided or managed Direct Connect or VPN access to hosted server or Customer internal network problems; Customer will be responsible for immediately notifying Versaterm of all third-party-managed VPN access and internal or external (e.g. internet service provider) network problems that arise;

- g. an incident resulting from data or infrastructure or network provided and/or performed by the Customer;
- h. acts or omissions of Customer or any Customer user, Authorized User, or any employee, agent or independent contractor of the Customer;
- i. lack of availability or untimely response from the Customer that require the Customer's participation for resolution;
- j. the Customer's negligence or breach of the Customer's material obligations under the MSA or Service Schedule;
- k. any other cause(s) beyond Versaterm's reasonable control, including but not limited to those caused by Third Party Data, Third Party Applications, Third Party Provider, or Third Party Components or other third party software, as well as overall internet congestion, denial of service attack, or a force majeure event.

8. Security

- 8.1. All personnel Versaterm employees pursuant to this Service Schedule shall be subject to Versaterm's background and security checks and screening (collectively "Background Screening") at Versaterm's sole cost and expense as set forth in this paragraph. The Background Screening shall include, as a minimum, criminal record checks, local police record checks, and credit checks. Any additional Background Screening required by the Customer must be agreed to by Versaterm and may be at additional cost.
- 8.2. FBI CJIS Security Addendum. Versaterm agrees to the terms and requirements set forth in the Federal Bureau of Investigation (FBI) Criminal Justice Information Services (CJIS) Security Addendum for the Term of this Service Schedule.

9. Transition Assistance

- 9.1. Upon termination of the MSA or this Service Schedule for any reason, and subject to Fees due being paid in full, Versaterm will return Customer's data in a CSV or other mutually agreed upon format for each record ("Record") and provide them to the Customer for download. Records can be uploaded to Customer's new system by the Customer or its new vendor. The transition assistance described in this Section 9.1 is included in the Fees. All other Fees are due and payable up to the cut-off date of the Subscription Service.
- 9.2. As an optional Transition Assistance, Versaterm shall provide, at an additional fee, the database and other managed-services, as mutually agreed upon.
- 9.3. Notwithstanding the foregoing, Versaterm reserves the right to retain Customer Data on audit logs and server system logs and in support tickets, support requests, and direct communications with Versaterm.

10. Additional Terms

- 10.1. The Subscription Services for vCAD and vRMS include access to the Mindbase platform. Customer acknowledges that (a) use of the Mindbase platform is subject to the additional terms set forth in Exhibit C-1, and (b) implementation of Mindbase will occur following the go-live of vCAD, as further described in Exhibit C-2. Versaterm shall make the Mindbase platform available to Customer upon Provisioning.

Service Schedule Attachments
CAD Exhibits A.1 to A.8

STATEMENT OF WORK

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1 OVERVIEW

This document is the Statement of Work defining the principal tasks, activities and responsibilities of the Customer and Versaterm for the implementation of the Versaterm System.

This Project is a collaboration between the Customer and Versaterm and is contingent upon both entities fulfilling their respective responsibilities as defined in the Contract and this Statement of Work.

1.1 PROJECT SUMMARY, OBJECTIVES, AND COMPLETION CRITERIA

This objective of this Project is to implement the Versaterm System for the Customer in accordance with the Contract and this Statement of Work. The Project includes the activities necessary to configure, implement, test, train, and place the System into production.

Each task identified in this Statement of Work includes completion criteria. Upon determining that the completion criteria for a task have been satisfied, the Versaterm Project Manager will provide written notification (via email) to the Customer Project Manager. The Customer will review the completed task and provide written acceptance, where applicable for project tracking and any associated contractual milestone payments.

The Parties acknowledge that successful completion of the Project is dependent upon each Party fulfilling its respective responsibilities and completing assigned activities in a timely manner, as described in the Contract and this Statement of Work.

2 ROLES AND RESPONSIBILITIES

2.1 PROJECT MANAGEMENT OVERVIEW

The Customer and Versaterm shall each appoint a Project Manager for the Project with the authority, knowledge and availability to make decisions and fulfill the responsibilities assigned in this Statement of Work and the Project Implementation Schedule. The Project Managers will serve as the primary points of contact between the Parties throughout the Project.

The Customer and Versaterm Project Managers are jointly responsible for providing overall project leadership, coordinating their respective Project Teams, maintaining effective communication, monitoring project progress, and working collaboratively to achieve the Project Objectives. Each Project Manager will have access to the personnel, information, and resources necessary to fulfill their responsibilities and facilitate timely administrative and technical decisions throughout the Project.

2.2 PROJECT MANAGEMENT TOOLS

The following project management artifacts will be maintained on Versaterm's SharePoint site:

- Schedule (will be in Excel spreadsheet format)
- Issues List
- Task List/Action Items
- Change/Decision log

The Customer and Versaterm Project Teams will be provided access to the agreed project collaboration site and the project management artifacts necessary to support the implementation.

If, for whatever reason, the SharePoint site becomes less than effective method for sharing this information (mutually agreed upon by Customer and Versaterm), an alternative may be created/provided.

2.3 VERSATERM PROJECT MANAGER

The Versaterm Project Manager is responsible for the overall coordination and management of the Project on behalf of Versaterm. Throughout the Project, the Versaterm Project Manager will work collaboratively with the Customer's Project Manager to coordinate implementation activities, monitor project progress, facilitate communication, resolve issues, and support the successful delivery of the Project.

The Versaterm Project Manager is responsible for, but not limited to, the following:

2.3.1 PLANNING AND EXECUTION

- Maintain the Project Implementation Schedule
- Coordinate Versaterm implementation activities to support successful execution of the Project Implementation Schedule.
- Monitor the completion of the Versaterm project tasks and work collaboratively with the Customer to resolve issues or dependencies that may impact the Project.
- Coordinate implementation activities related to the deployment of the Versaterm System.

2.3.2 COMMUNICATIONS

- Prepare and distribute regular status reports summarizing project progress, accomplishments, open issues, risks, action items and upcoming activities.
- Maintain regular communication with Customer's Project Manager, providing responses to project-related inquiries within five (5) Business Days.
- Conduct or participate in weekly project status meetings to review project progress, action items, open issues, and risks, and upcoming activities. Calls may be waived by mutual agreement.
- Prepare and distribute meeting minutes within 48 hours following each project meeting.
- Work collaboratively with the Customer to resolve project issues, mitigate identified risks, and maintain project momentum.
- Facilitate communication between Customer personnel and Versaterm resources, as required.

2.3.3 RESOURCE MANAGEMENT

- Manage and coordinate Versaterm resources throughout the Project
- Coordinate implementation activities with the Customer Project Manager

2.3.4 IMPLEMENTATION WORKSHOP AND WORKING SESSIONS

- Coordinate Versaterm resources and project activities to support the workshop and working Sessions
- Monitor action items and project decisions resulting from the workshop and working sessions.

2.3.5 TRAINING

- Coordinate Versaterm resources to support Trainer Training and End-User Training activities
- Monitor training activities and work collaboratively with the Customer to resolve issues that may impact training delivery

2.3.6 TESTING

- Coordinate Versaterm resources to support Functional Acceptance Testing activities.
- Monitor testing progress and work collaboratively with the Customer to resolve issues.
- Coordinate with the Customer and third-party stakeholders, as required, to support issue resolution during testing.

2.3.7 ROLLOUT

- Coordinate Versaterm resources during Production Cutover
- Monitor post-cutover activities and work collaboratively with the Customer to resolve implementation issues during the stabilization period.

2.3.8 OTHER

- Prepare Change Order in accordance with the Contract, as required
- Coordinate project invoicing activities

2.4 CUSTOMER PROJECT MANAGER

The Customer's Project Manager is responsible for the overall coordination and management of the Project on behalf of the Customer. Throughout the Project, the Customer Project Manager will work collaboratively with the Versaterm Project Manager to coordinate implementation activities, monitor project progress, facilitate communications, resolve issues, and support the successful delivery of the Project.

The Customer Project Manager is responsible for, but not limited to, the following:

- Maintaining regular communication with the Versaterm Project Manager and participate in scheduled project meetings.
- Manage and coordinate Customer Project Team resources throughout the Project.
- Coordinate Customer activities in accordance with the Project Implementation Schedule.
- Ensure timely completion of Customer action items, project decisions, approvals, and deliverables.
- Coordinate the review and approval and execution of Change Orders, Contract Amendments, and other Project approvals, as required.
- Work collaboratively with Versaterm to resolve project issues, mitigate risks, and maintain project momentum.

2.5 ROLES AND RESPONSIBILITIES DURING THE PROJECT

This section describes the roles and responsibilities of key Project resources throughout the duration of the Project.

2.5.1 VERSATERM RESPONSIBILITIES

Versaterm's overall responsibility is to establish a designated Project Team for the duration of this project that have the expertise to carry out the assigned Project tasks and responsibilities. The team will use its expertise to guide the Customer through the implementation. Versaterm is also responsible for ensuring that the team members have ample time and resources to fulfill their responsibilities according to the Project Implementation Schedule.

When appropriate, Versaterm will connect to Customer infrastructure, workstation(s), and/or MDT(s) via VPN access. (The Customer will provide VPN for Versaterm at no cost.)

2.5.2 VERSATERM PROJECT TEAM

The Versaterm Project Team will consist of a Project Manager, Implementation Specialists, and a Technical Lead.

The **Versaterm Implementation Specialist** is responsible for delivering the remote Working Sessions and in-person Implementation Workshop to the Customer Project Team, assisting the Customer in configuring the System.

The **Versaterm Technical Lead** is responsible for delivering the technical aspects of the project and providing technical support to the project.

2.5.3 CUSTOMER RESPONSIBILITIES

The Customer's overall responsibility is to establish a designated Project Team for the duration of this project. Project Team members should have the authority, knowledge, and availability to fulfill the responsibilities assigned to them in this Statement of Work. The Customer is responsible for ensuring that appropriate personnel are available throughout the Project to support implementation activities, provide timely decisions, complete assigned action items, and participate in scheduled project activities.

The Customer is responsible for providing workstations, network connectivity to support the Project Team throughout the Configuration phase. Customer-provided workstations must meet the minimum specifications identified in Exhibit A.7 Customer Supplied Hardware and Third-Party Software. The Customer will provide Versaterm with VPN connectivity and remote desktop access to designated Customer workstations, as required, to support troubleshooting activities related to Customer-supplied workstations. When appropriate, Versaterm will connect to Customer infrastructure, workstation(s), and/or MDT(s) via a VPN connection using a client provided by Customer.

2.5.4 CUSTOMER PROJECT TEAM

The Customer will establish a Project Team consisting of personnel with the knowledge, authority, and availability necessary to support the implementation. The Project Team should include representatives for operational, technical, administrative, infrastructure, and project management functions, as appropriate for the scope of the implementation.

The Project Team may include, but is not limited to:

- Project Manager
- Technical Lead
- System Administrator

- Application Administrator
- GIS Specialist
- Infrastructure / Network Specialist
- Operational Representative(s)
- Reporting / Analytics Representative
- Training Coordinator
- Other subject matter experts, as required

Versaterm will work with the Customer during Project Initiation to identify the appropriate Project Team roles and subject matter experts required to support the implementations.

2.6 PROJECT SCHEDULE

The Project Implementation Schedule will be maintained by Versaterm's Project Manager and updated as necessary over the course of the Project. All changes to the schedule will be mutually agreed upon and, if required, documented via the mutually agreed upon Change Order Process.

2.7 CHANGE ORDERS

When a significant change to the Project occurs – as defined by the Customer and Versaterm Project Managers, a Change Order will be logged in Exhibit A.8 – Change Control Log. The Versaterm Project Manager will be responsible for updating the Project Schedule as needed to reflect the change, as agreed upon with the Customer Project Manager.

3 SOFTWARE DELIVERABLES

This section describes the Project's software deliverables to be provided by Versaterm. Detail information regarding some deliverables may be found elsewhere [Interface Control Document (Exhibit A.3)].

3.1 SOFTWARE

- Exhibit A Service Schedule

3.2 INTERFACES

- See Exhibit A.3 - Interface Control Document

3.3 REDUNDANCY AND BACKUP DELIVERABLES

The Versaterm cloud solution utilizes multiple backend application instances in an active-active configuration, load balanced across Amazon Web Services (AWS) Availability Zones (AZs). Availability Zones are physically separate datacenters connected by low latency network links and independent infrastructure. This architecture provides high availability and fault tolerance, ensuring that an outage of a single node or availability zone (datacenter), will not cause an extended outage to the end user (users will be automatically re-directed to the surviving datacenter/nodes where

they may have to re-authenticate/login to the application). While the Versaterm vCloud architecture provides resiliency across datacenters/AZs, it does not protect against an outage of the entire AWS GovCloud Region.

System users connect to the application through a highly available AWS load balancer, which authenticates users against the Customer's identity provider before directing them to an available application instance within one of the AWS availability zones (datacenters). Versaterm is responsible for configuring and integrating the Versaterm solution, including the AWS load balancer, and supporting industry standard Security Assertion Markup Language (SAML) authentication to ADFS. The Customer is responsible for configuring and managing multi-factor authentication required for the client and mobile workstations.

Application components and data files are deployed across multiple AZs to provide resiliency. Multiple copies of the files and database are maintained across the environment. This architecture is designed to provide 99.99% availability and 99.999999999% (11 nines) durability for data stored in and backed up to AWS S3.

All System data, including databases, data files, and backups, is encrypted both at rest and in transit. Versaterm maintains a backup strategy that includes daily and monthly snapshot backups to support recovery in the event of an unexpected failure. A rotation of daily and monthly snapshot backups is stored in AWS's S3 file storage system, which is encrypted and highly resilient (a minimum of 3 copies of the data is kept).

4 STATEMENT OF WORK TASKS

This section describes the Project's major implementation tasks, including the responsibilities of the Customer and Versaterm, task prerequisites, Versaterm deliverables, and task completion criteria.

Task sequencing, planned start dates, durations, dependencies, and assigned resources are maintained in Exhibit A.2 Project Implementation Schedule.

4.1 PLANNING PHASE

TASK #1 PROJECT INITIATION

The Project officially begins on the Effective Date of the Contract. As part of this task, the Customer and Versaterm Project Managers will conduct one or more remote meetings to initiate the Project. During the meeting(s), the Project Managers will review and confirm the Project Implementation Schedule, establish the project management artifacts, confirm the Communication Plan, and verify implementation readiness.

VERSATERM RESPONSIBILITIES

- Schedule and facilitate the meeting(s) with the Customer.
- Establish the project management artifacts, including the Action Item Log, Issues List, Change/Decision log, Risk Register, and Change Management Log.
- Review and confirm the Project Implementation Schedule with the Customer.
- Collaborate with the Customer to establish and confirm the Communication Plan.

CUSTOMER RESPONSIBILITIES

- Participate in the meeting(s).

- Collaborate with Versaterm to establish and maintain the project management artifacts.
- Collaborate with Versaterm to establish and confirm the Communication Plan.

PREREQUISITES

- Contract Execution.

VERSATERM DELIVERABLES

- Initial project management artifacts.

TASK COMPLETION CRITERIA

- The meeting(s) have been completed.
- The project management artifacts have been established.
- The Customer and Versaterm have confirmed the Communication Plan.
- The Project Implementation Schedule has been reviewed and confirmed.

TASK #2 PROJECT KICKOFF

Versaterm and the Customer will conduct a remote Project Kickoff meeting to introduce the Project to Customer's Project Team and key stakeholders. The Project Kickoff establishes a shared understanding of the Project objectives, implementation approach, roles and responsibilities, project schedule, communication process. It also confirms Customer participation expectations and prepares the Project Team for the implementation activities that follow.

The Project Kickoff presentation will include, at a minimum, the following topics:

- Project objectives and scope
- Contract overview
- Customer Project Team introduction, roles, and responsibilities
- Versaterm Project Team introduction and roles
- Project Implementation Schedule
- Project governance, including communication, risk, issues, action items, and change management
- Next steps and immediate implementation activities

VERSATERM RESPONSIBILITIES

- Prepare and deliver the Project Kickoff presentation.
- Present the implementation approach, project implementation schedule, and key project expectations.
- Participate in the Project Kickoff meeting and address Customer questions.

CUSTOMER RESPONSIBILITIES

- Invite appropriate Project Team members and key stakeholders to participate in the Project Kickoff meeting.
- Confirm the Project Team's understanding of the implementation approach, project schedule, roles and responsibilities and Customer participation expectations.

PREREQUISITES

- Project Implementation Schedule has been finalized.

TASK COMPLETION CRITERIA

- Project Kickoff Meeting concluded.

TASK #3 IMPLEMENTATION PREPARATION

The purpose of this task is to initiate implementation activities that require Customer, third-party, or internal coordination and may require extended lead times. By identifying, requesting, and initiating these activities early in the Project, the Parties can reduce implementation delays and support the timely completion of subsequent project tasks.

VERSATERM RESPONSIBILITIES

- Coordinate the Implementation preparation activities with the Customer Project Manager.
- Identify implementation prerequisites requiring Customer or third-party participation.
- Identify required third-party Non-Disclosure Agreements (NDAs) and provide the applicable NDA(s) for execution by the third-party vendor.
- Provide GIS data specifications, including the required shapefiles, map packages, file formats, and supporting documentation.
- Request available interface documentation and technical specifications from third-party vendors.
- Provide technical prerequisites required to support the implementation, including network connectivity, authentication, workstation, and security requirements, as applicable.
- Identify Customer configuration data that can be prepared in advance to support initial system configuration and pre-loading, such as unit identifiers, personnel information, and other configuration data.

CUSTOMER RESPONSIBILITIES

- Assign resources to support implementation activities.
- Provide third-party vendor contact information and facilitate execution of the required NDAs with the applicable third-party vendors.
- Initiate internal activities requiring participation by Customer departments or third-party vendors that may impact the Project Schedule.
- Provide remote VPN access capability to two (2) implementation Windows based computer images running on the Customer network – provisioned exclusively for Versaterm implementation support.
- Provide GIS shapefiles and map packages as required to create the Master Street Index file and initial map configuration.
- Provide available interface documentation and coordinate third-party participation, where applicable.
- Provide available configuration information and supporting documentation required for implementation.
- Identify the anticipated training facilities and implementation workspace to support future project activities.
- Provide available configuration data identified by Versaterm to support initial system configuration and pre-loading, such as unit identifiers, personnel information, and other requested configuration data.

- Confirm completion of required background checks for Versaterm project team members.

PREREQUISITES

- Project Initiation completed.

VERSATERM DELIVERABLES

- Implementation preparation action list.
- List of outstanding preparation items, if applicable.

TASK COMPLETION CRITERIA

- Implementation prerequisites have been identified.
- Customer and third-party contacts have been identified.
- Required NDAs have been initiated, where applicable.
- Requests for interface documentation and technical information have been submitted.
- Requested GIS data and supporting documentation have been received or are in progress.
- Outstanding implementation preparation items have been documented.
- Available configuration data for pre-loading has been received and outstanding items have been documented.

4.2 CONFIGURATION PHASE

The purpose of the Configuration Phase is to configure the System for the Customer's operational requirements.

During this phase, Versaterm will complete the technical configuration of the System, develop and configure interfaces, and conduct the Implementation Workshop and Working Sessions to review system functionality, validate configuration, and support implementation activities.

The Implementation Workshop will be delivered in person. Additional Working Sessions will be conducted remotely, as required, to review implementation topics, validate system configuration, and support the implementation.

The Customer will provide a suitable classroom or meeting facility for the Implementation Workshop, including a projector, instructor workstation, and participant workstations, as identified in the Project Schedule.

TASK #4 ESTABLISH COMMUNICATION TO AWS

This task is to establish connectivity between Customer and the Product installed in the Versaterm VPC (Virtual Private Cloud) in the AWS GovCloud (US) Region.

Two (2) separate VPCs are utilized. The "NonProd" account contains one VPC housing the Test environment, and a second account is used for Production that houses the Production and Training environments.

A secure redundant connection (tunnel) shall be established between Customer and the Versaterm VPC in the AWS GovCloud (US). All customer access to the Product will be done through the secure connection. A Customer's user must first authenticate and connect to the local Customer's network before gaining access to the Product. This

applies to all users, including any remote or external users. Users will not be able to access the Product without coming through the established secure tunnel between Customer and the Versaterm VPC.

All exchanges between the Product applications in the AWS GovCloud (US) and any onsite servers or services (interface servers, FTP servers, etc.) will communicate through the secure connection (tunnel) established between Customer and Versaterm VPC in AWS. There is an exception to this communication protocol, currently the Product allows SFTP file transfer interfaces to reach vCloud via an internet facing SFTP service that is locked down to whitelisted public IP sources.

Customer can connect to AWS via either a secure Customer Gateway IPSec VPN tunnel (routable through the Internet), or a Direct Connect connection to AWS. Versaterm recommends a VPN over an AWS Direct Connect for the best user experience and reliability. Costs and requirements will differ for each.

VERSATERM RESPONSIBILITIES

- Work with Customer to review and finalize connectivity to AWS, including reviewing Customer's connectivity requirements, security and privacy requirements, data transfer and network bandwidth requirements, and level of service required (redundancy requirements).
- Work with Customer to confirm how Customer will connect to AWS (Customer Gateway IPSec VPN tunnel (routable through the Internet), or Direct Connect connection to AWS, or combination of both).
- Provide a list of network ports and services that need to be enabled (opened) between Customer's local network and AWS (both ways) required by Versaterm application and interfaces.
- Versaterm will provide a list of supported IPSec VPN hardware to Customer (for the local customer VPN hardware) to confirm compatibility with AWS.
- Versaterm will create a Customer Gateway (VPN) Configuration File (for the specific customer VPN hardware) for the Customer to load on their VPN Gateway. The Configuration File includes configuration/connectivity details to connect to the Versaterm VPC in AWS GovCloud (US).
- Enable Customer access to the Versaterm VPC(s) in the AWS GovCloud (US) Region.
- Define routing rules for Customer provided IP ranges, on the Versaterm core AWS VPN tunnel, for access to any Customer on premise servers/services that the Product will need access to (for interfaces, etc.).
- Provide a Private IP range that all traffic between Customer and vCloud will be NATed to.
- Test connectivity with Customer.

CUSTOMER RESPONSIBILITIES

- Provide a local network specialist that can work with Customer and Versaterm to establish required network connectivity.
- Review network bandwidth requirements with Versaterm to determine how Customer will connect to AWS (Customer Gateway IPSec VPN tunnel, or Direct Connect connection to AWS).
- Identify onsite servers/services/interfaces the System to connect to.
- Provide connectivity to AWS,
 - provide a secure connection for access to the AWS GovCloud (US) Region; the connection must be capable of supporting the Customer's bandwidth requirements identified above.
 - to minimize service interruptions, separate, redundant connections are required; dedicated circuits are preferred.
 - if Direct Connect connection(s) to AWS is to be supported (as determined by local bandwidth and other requirements), work with Customer's local telco provider, AWS, AWS Direct Connect Partner,

and Versaterm to finalize detailed requirements and establish required Direct Connection(s) to the Versaterm VPC(s) in the AWS GovCloud Region

- Provide Customer Gateway VPN(s), (for clarity, a Customer Gateway is a physical device or software application on Customer's side of the VPN connection)
 - provide Customer Gateway VPNs capable of meeting the Customer connectivity and bandwidth requirements; Customer Gateway VPNs compatible with the AWS supported platform (as provided by Versaterm) are required; redundant Gateways/VPNs are also required to minimize service interruption.
 - IPSec Customer Gateway VPNs must support and be certified for FIPS 140-2.
 - provide Customer Gateway VPN hardware (e.g. Cisco), platform (e.g. ISR Series Routers), and software version (IOS 12.4) to Versaterm.
 - provide internet-routable IP address for the Customer Gateway VPN(s)' external interface which Versaterm will use when creating the Customer Gateway (VPN) Configuration File (value must be static; the Customer Gateway may reside behind a device performing network address translations (NAT)).
 - provide the Customer BGP ASN (Border Gateway Protocol, Autonomous System Number) to use, to Versaterm, if any, which Versaterm will use when creating the Customer Gateway (VPN) Configuration File; otherwise, Versaterm will configure a default value of 65000 for the Customer Gateway BGP ASN.
 - identify IP range (IP subnet pre-fixes) for any of Customer's onsite servers that the System will need access to (for interfaces, etc.).
 - enable NATing of data between the internal Customer network and vCloud as well as provide some static NATed IPs for servers and interfaces that Versaterm vCloud needs to communicate with.
 - load the Customer VPN Gateway Configuration File provided by Versaterm, on Customer's Gateway VPN device(s).
- Provide a method of local auditing of connections on a per user basis.
- Work with Versaterm to resolve any IP subnet overlap issues, and other as required.
- Test connectivity with Versaterm (for the Customer, remote/external users, and Remote Partner Agencies).
- Provide 7x24 technical network support to the Customer.

PREREQUISITES

- Task #1 Project Start

DELIVERABLES

- List of IPSec VPN Customer Gateway hardware supported by AWS.
- Customer Gateway (VPN) Configuration File (for the specific Customer Gateway hardware) for Customer to load on their VPN Gateway.
- Enable Customer access to the Versaterm VPC in the AWS GovCloud (US) Region.

TASK COMPLETION CRITERIA

The task will be complete when

- Customer connectivity is installed, configured, and
- Customer is able to connect to the Versaterm VPC in the AWS GovCloud (US) Region.

TASK #5 CONDUCT SCOPING SESSIONS

The purpose of scoping sessions is for Versaterm to review the Customer's operational, technical, and interface requirements in order to complete the initial configuration of the implementation system. Scoping Sessions will be conducted remotely.

VERSATERM RESPONSIBILITIES

- Coordinate and schedule the scoping sessions with the Customer's Project Manager.
- Provide an agenda with objectives and topics to review prior to the scoping session.
- Lead discussions with the customer to understand current business processes.
- Review the Customer's operational requirements and document the information required to configure the System.
- Identify any Customer-specific configuration requirements requiring additional review.
- Review interface requirements, dependencies, and implementation responsibilities.
- Document project assumptions, action items, and implementation decisions.

CUSTOMER RESPONSIBILITIES

- Coordinate the scheduling of the Scoping Sessions with the Versaterm Project Manager.
- Assign the appropriate project and subject matter resources to participate in the Scoping Session.
- Ensure that designated Scoping Session participants attend the scheduled sessions.
- Participate in the review of operational, technical, and interface requirements identified in the agenda.

PREREQUISITES

- Project Kickoff Meeting concluded.

VERSATERM DELIVERABLES

- Scoping Session agenda
- Scoping Session facilitation

TASK COMPLETION CRITERIA

- Scoping Sessions completed.
- Information required to complete the initial configuration of the System has been documented.
- Interface requirements and responsibilities have been reviewed
- Project assumptions, action items, and implementation decisions have been documented.

TASK #6 CONFIGURE VCLLOUD SERVERS

Versaterm will provision the AWS Cloud environment. The environment consists of two tiers:

- Production ("prod") – Contains the Training and Production systems.
- Non-Production ("non-prod") – Contains the Test system.

As part of this task, Versaterm will provision the Test, Training and Production systems.

VERSATERM RESPONSIBILITIES

- Provide the AWS Cloud computing system containing the System Test, Training and Production systems.
- Assist the Customer with AWS networking configurations and ensuring access to the AWS Cloud non-prod and prod environments.
- Provide details on required ports that must be opened or configured.

CUSTOMER RESPONSIBILITIES

- Configure networking for access from the Customer network to the AWS Cloud non-prod and prod environments.

PREREQUISITES

- Project Kickoff Meeting concluded.

VERSATERM DELIVERABLES

- Configure implementation system (Test, Training and Production systems) in the AWS Cloud.

TASK COMPLETION CRITERIA

- The Test, Training and Production systems have been installed and configured in the AWS Cloud.
- The Customer has established network connectivity to the AWS Cloud non-prod and prod environments.

TASK #7 PREPARE TRAINING CLASSROOM

This task covers preparation of the training classroom facility, including workstations, equipment, and network access, in advance of the Implementation Sessions.

VERSATERM RESPONSIBILITIES

- Provide guidance during classroom facility setup

CUSTOMER RESPONSIBILITIES

- Provide a suitable classroom facility, workstations and equipment that meet minimum specifications as set out in Exhibit A.7 Customer Supplied Hardware and Third-Party Software and confirm networking access to the AWS Cloud non-prod and prod environments.

PREREQUISITES

- Project Kickoff Meeting concluded.

VERSATERM DELIVERABLES

- Guidance during classroom facility setup

TASK COMPLETION CRITERIA

- The Customer has setup the training classroom.

TASK #8 CONFIGURE IMPLEMENTATION SYSTEM

Versaterm will configure the Application Software. The Customer will install the Versaterm client software on the designated Implementation Team workstations.

Implementation activities will be performed in the AWS Production environment, which serves as the primary environment for system configuration, interface implementation, testing and training. Upon approval of the system configuration, the approved configuration will be applied to the Test and Training environments. Interfaces will be deployed to the Test and Training environments, as required, prior to Production Cutover.

VERSATERM RESPONSIBILITIES

- Configure the Versaterm server Application Software installed in the AWS Cloud.
- Apply System Configurations based on Customer's workflows and processes discovered during Scoping Sessions.
- Load the street files, if available.
- Provide the Customer with the Versaterm client software for installation on the classroom workstations and the implementation team's workstations.

CUSTOMER RESPONSIBILITIES

- Assist Versaterm as needed.
- Create user accounts required by the Customer's Implementation Team to access the Versaterm application suites.
- Install and configure client Application Software on designated workspace and implementation team workstations.
- Provide remote VPN access capability to two (2) implementation Windows based computer images running on the Customer network – provisioned exclusively for Versaterm implementation support.

PREREQUISITES

- Configure vCloud servers concluded.

VERSATERM DELIVERABLES

- Versaterm-provided documentation on how to install and configure the client modules on Customer workstations and mobile devices.

TASK COMPLETION CRITERIA

- The Application Software is configured in the AWS Cloud; and
- The client software installed on the workspace and Implementation Team's workstations and is fully functional.
- VPN access has been provided to Versaterm by the Customer.

TASK #9 CONDUCT IMPLEMENTATION WORKSHOP AND WORKING SESSIONS

Following completion of the Scoping Sessions, Versaterm will configure the System through a combination of remote Working Sessions and a single on-site Implementation Workshop conducted at a Customer-provided classroom facility. Selected configuration activities will be completed by the Customer with guidance from Versaterm to promote familiarity with the System and support future administration.

During the remote Working Sessions, Versaterm will review configured functionality, validate system configuration with the Customer, make configuration adjustments as required, and guide the Customer through selected configuration activities. The Working Sessions will also familiarize the Customer Project Team with the System and prepare them to participate in testing and future system administration.

Following each Working Session, Versaterm will provide action items and exercises for the Customer Project Team to complete prior to the next Working Session.

The purpose of the on-site Implementation Workshop is to validate the configured System in a model office environment, confirm operational workflows, and identify any remaining configuration refinements. The workshop will also confirm readiness for Functional Acceptance Testing, review the training approach, and confirm the target production deployment schedule.

VERSATERM RESPONSIBILITIES

- Coordinate and schedule the remote Working Sessions and in-person Implementation Workshop with the Customer's Project Managers.
- Provide an agenda with objectives and business processes to review prior to the scheduled sessions and workshop.
- Provide the Documentation and any required materials (User and Configuration guides) prior to the scheduled Working Session or Implementation Workshop.
- Conduct in-depth demonstrations of the Application Software, identifying functionality and features supported.
- Provide hands-on exercises for the Project Team members to get familiar with the Systems.
- Adjust system configurations based on Customer feedback.
- Review project plan and status of upcoming implementation tasks, and document assignments made, target completion dates, and any issues yet to be resolved.
- Review approach and objectives of the next project phase (Testing) with the Project Team and Project Managers
- Review target go-live date, training schedule, and materials required to prepare training courses.

CUSTOMER RESPONSIBILITIES

- Coordinate the scheduling of the remote Working Sessions and in-person implementation Workshop with the Versaterm Project Manager.
- Identify and schedule the Working Session and Implementation Workshop attendees.
- Provide the required Documentation and materials (User and Configuration guides) for Working Session and Implementation Workshop participants.

- Ensure that designated Working Session and Implementation Workshop participants participate in the scheduled workshop.
- Participate in discussions of the Customer's existing business processes identified in the workshop agenda.
- Identify known/potential workflow, process, job, and/or report changes and assign an owner and rollout plan for each.

PREREQUISITES

- Scoping Sessions have been completed.
- Implementation environment has been set up.
- Application Software has been delivered and installed.

VERSATERM DELIVERABLES

- Working Session and Implementation Workshop material (User and Configuration guides).
- Delivery of Working Sessions and Implementation Workshop.

TASK COMPLETION CRITERIA

- Working Sessions and Implementation Workshop completed.
- The System is configured and the customer team has received sufficient training to navigate and begin the System Testing.

TASK #10 VERSATERM GIS INTERFACE INSTALLATION AND TRAINING

The System utilizes the Customer-provided geographic information system (GIS) data. The Customer is responsible for providing and maintaining the GIS data used by the System. The ESRI Geofile Interface Control Document in Exhibit A.3 defines the requirements.

The Versaterm GIS Interface (VGI) extracts the required information from the Customer-provided ESRI shapefiles or map services to create the GIS data used by the System. The successful deployment of the System depends on the Customer providing complete and accurate GIS data in the required format.

As part of this task, Versaterm will train designated members of the Customer's Implementation team on the System's GIS structure, GIS data requirements, and the use of the VGI tool to generate and maintain the GIS data required by the System. Training will include instruction on configuring and operating the VGI tool to extract geo-related information, including street names, address ranges, intersections, addresses, landmarks, and common place names for loading into the System's master street index.

Throughout the Project, Versaterm will provide guidance as required to the Customer in obtaining, preparing, processing, loading, validating, and maintaining the required GIS data for use by the System, including assistance with resolving issues related to the Customer-provided GIS data.

VERSATERM RESPONSIBILITIES

- Coordinate and schedule the VGI Training Session with the Customer's Project Manager.
- Provide VGI Training Session prerequisites and requirements to the Customer.
- Provide VGI training materials in electronic format prior to the scheduled Training Sessions.

- Provide the Customer with the VGI URL and access credentials.
- Deliver the remote VGI Training Session, including an overview of the System's GIS structure, a review of the GIS data requirements, and instruction on configuring and operating the VGI tool.
- Provide guidance and assistance to the Customer in obtaining, preparing, processing, validating, and loading the GIS data into the System.
- Assist the Customer in resolving VGI processing issues related to the Customer-provided GIS data.

CUSTOMER RESPONSIBILITIES

- Prepare the GIS data for the Training Session in accordance with the ESRI Geofile Interface Control Document.
- Coordinate the scheduling of the remote VGI Training Session with Versaterm's Project Manager.
- Identify and ensure the attendance of the designated Customer personnel.
- Distribute the training materials to designated trainees.
- Generate, validate, and load GIS data using the VGI tool following completion of the Training Session.
- Work with Versaterm to resolve issues related to Customer-provided GIS data, as required.

PREREQUISITES

- Scoping Sessions
- Required GIS data available in the required format and with the proper content.

VERSATERM DELIVERABLES

- Operational VGI Software tool and Customer access credentials.
- VGI training materials.
- Completed VGI Training Session.

TASK COMPLETION CRITERIA

- The VGI Training Session has been completed.
- Designated Customer personnel are able to successfully generate GIS data using the VGI tool and load the resulting data into the System.

TASK #11 INTERFACE IMPLEMENTATION

The Interfaces identified in Exhibit A.3 Interface Control Document will be developed, installed, and tested.

Interface development follows an iterative approach that allows mutually agreed refinements during implementation. Significant changes affecting the scope of an interface will be documented in accordance with the Change Control process and approved prior to implementation.

Versaterm will configure and perform initial testing of each interface in accordance with the applicable ICD before supporting Customer validation and testing.

VERSATERM RESPONSIBILITIES

- Develop, configure, install, and test the Interfaces in accordance with the applicable Interface Control Document (ICD).
- Coordinate interface implementation activities with the Customer and applicable third-party stakeholders.
- Document mutually agreed changes to an Interface Control Document and prepare Change Orders, as required.
- Schedule Interface tests.
- Perform interface testing and provide the Customer with verification of functionality.
- Provide training to the Customer on interface setup, configuration, administration and usage.

CUSTOMER RESPONSIBILITIES

- Participate with Versaterm and other applicable third-party stakeholders in the implementation and testing of the Interfaces in accordance with the applicable Interface Control Document (ICDs).
- Review and approve mutually agreed changes to an Interface ICD, as required.
- Facilitate execution of approved ICD Change Orders, as required.
- Provide the current interface documentation available from appropriate third-party Interface stakeholders as required by Versaterm.
- Coordinate communications and activities with third party Interface stakeholders as required to support interface implementation and testing.
- Ensure that the designated Customer resources are available to participate in interface implementation and testing.
- Complete the Customer responsibilities identified in Exhibit A.3.
- Coordinate with Versaterm and third-party Interface stakeholders to schedule Interface tests.
- Participate in interface testing and verify interface functionality in accordance with the applicable ICDs.

PREREQUISITES

- Set up Production Environment

VERSATERM DELIVERABLES

- Updated Interface Control Documents reflecting mutually agreed changes, where applicable.
- Implemented and tested Interfaces in accordance with the Interface Control Documents.
- Customer training on interface administration and usage, as applicable.

TASK COMPLETION CRITERIA

- Any approved changes have been documented in accordance with the Project Change Control process.
- All interfaces have been implemented and verified to operate in according with the applicable ICDs.

4.3 TESTING PHASE

TASK #12 FUNCTIONAL ACCEPTANCE TEST DEVELOPMENT

Versaterm will prepare an initial Acceptance Test Plan suitable for verifying the solution's functionality. The Acceptance Test Plan will be reviewed with the Customer during the Working Sessions and Implementation Workshop and finalized based on Customer input. The Customer may supplement the Acceptance Test Plan with additional test scenarios specific to its operational requirements.

Upon completion of this task, the Customer may use the Acceptance Test Plan, together with any Customer-developed test scenarios, to perform independent testing of the System prior to the formal Functional Acceptance Testing task.

VERSATERM RESPONSIBILITIES

- Prepare the initial Acceptance Test Plan.
- Review the Acceptance Test plan with the Customer during the Working Sessions and Implementation Workshop.
- Incorporate agreed-upon Customer input and finalize the Acceptance Test Plan.

CUSTOMER RESPONSIBILITIES

- Review the Acceptance Test Plan and provide input.

PREREQUISITES

- Configuration Phase

VERSATERM DELIVERABLES

- Acceptance Test Plan.

TASK COMPLETION CRITERIA

- This task is considered complete when Versaterm and the Customer have finalized the Acceptance Test Plan.

TASK #13 FUNCTIONAL ACCEPTANCE TESTING

The purpose of Functional Acceptance Testing is to verify that the fully configured System, including the interfaces specified in the Interface Control Document, and the configured workflows, reports, notifications, tasks, and other functionality, meets the requirements of the Contract and applicable system documentation. Functional Acceptance Testing also provides the Customer with the opportunity to verify that the System performs in accordance with the transaction response times and performance requirements specified in the Contract, where applicable.

Functional Acceptance Testing will be conducted in-person, with Versaterm present to facilitating execution of the Acceptance Test Plan.

The Functional Acceptance Testing is conducted following completion of the Configuration Phase and prior to the End-User Training Phase.

Exhibit A.4 Acceptance Test Plan describes the testing strategy, test schedule, test environment, defect management process, and roles and responsibilities for Functional Acceptance Testing.

An Interface will be excluded from the Functional Acceptance Testing should the Customer be unable to meet the related Interface Customer responsibilities specified in the ICD. A Change Order or Amendment, whichever is appropriate, will be generated to document any changes.

VERSATERM RESPONSIBILITIES

- Facilitate execution of Functional Acceptance Testing.
- Review and investigate reported errors.
- Correct confirmed Application Software errors in accordance with the Contract and Statement of Work.
- Support Customer retesting of corrected errors.

CUSTOMER RESPONSIBILITIES

- Provide representative test data required for Functional Acceptance Testing.
- Execute the Functional Acceptance Test plan with facilitation from Versaterm.
- Report errors identified during Functional Acceptance Testing to Versaterm.
- Work with Versaterm to review reported errors and verify corrective actions.
- Verify corrected errors by re-executing the applicable test scenarios.
- Notify Versaterm in writing upon completion of Functional Acceptance Testing.

PREREQUISITES

- Configuration Phase
- Functional Acceptance Test Development

VERSATERM DELIVERABLES

- Functional Acceptance Test facilitation.

TASK COMPLETION CRITERIA

- This task is considered complete when the Customer has successfully executed the Acceptance Test Plan and all reported errors have either been corrected or an agreed corrective action plan has been accepted by the Customer.

4.4 TRAINING PHASE

TASK #14 SETUP TRAINING SCHEDULE AND FACILITIES

Versaterm will assist the Customer's Training Team in developing the Trainer-training schedule and will provide a recommended training schedule identifying the duration required to train the Customer's personnel.

The Customer will prepare the necessary training facilities to support the Training.

VERSATERM RESPONSIBILITIES

- Provide the Customer's Training Team with a proposed training schedule.

- Identify the facility, equipment and technical requirements for the training facilities.

CUSTOMER RESPONSIBILITIES

- Collaborate with Versaterm on finalizing the recommended training schedule.
- Schedule and coordinate the final Trainer-training schedule with Customer personnel.
- Collaborate with Versaterm on identifying the required equipment and technical requirements.
- Ensure that the training facilities, equipment and technical requirements are ready for the start of the planned training schedule.

VERSATERM DELIVERABLES

- Recommended training schedule.

TASK COMPLETION CRITERIA

- Versaterm has provided a recommended training schedule, and; the Customer has incorporated any required changes, and; a final training schedule is published; and the Customer's training facilities, equipment and technical requirements are ready for the Trainer-training.

TASK #15 TRAINER TRAINING

Versaterm will provide hands-on training to the Customer's Trainers. Refer to Exhibit A.5 Training Course Outline which includes details related to the training approach, course outlines and training packages.

VERSATERM RESPONSIBILITIES

- Coordinate and schedule the Trainer Training with the Customer's Project Managers.
- Provide a proposed training agenda and schedule to the Customer.
- Provide training facility requirements to the Customer's Project Managers.
- Provide required skills and any pre-requisite training required by Trainer-Training participants.
- Prepare training manuals based on the system configuration and the Customer's workflows discovered during scoping and Implementation sessions, in electronic format.
- Work with the Customer to review and finalize the Training Documents.
- Conduct the Trainer-Training sessions.

CUSTOMER RESPONSIBILITIES

- Assist in adapting the training scenarios to make use of familiar data and to include site-specific policy and/or process flow information.
- Provide a suitable training facility that meets the needs of the Trainer-Training courses.
- Provide the required documentation to training participants.
- Ensure that the designated participants attend the scheduled training sessions.

PREREQUISITES

- Setup Training Schedule and Facilities.

- Production system access tested and available.
- Functional Acceptance Testing

VERSATERM DELIVERABLES

- Training facility requirements.
- Train-the-trainer participants pre-requisite training and required skill set.
- Training documentation prepared with the Customer.
- Trainer-Training courses.

TASK COMPLETION CRITERIA

- Delivery of Trainer-Training, per the Training Plan.
- Participants have been adequately trained on the agreed-upon training topics, are able to complete the training assignments/scenarios.

TASK #16 READY FOR TRAINING

This task signifies that Versaterm has delivered all required software, interfaces and Trainer-Training, and remedied all errors for the Customer to start End-User training.

VERSATERM RESPONSIBILITIES

- Issue written notice to the Customer that the System is Ready for Training.
- Correct any defects mutually identified by the Customer and Versaterm as having to be corrected prior to the System being ready for the end-user training.

CUSTOMER RESPONSIBILITIES

- Upon receiving a Versaterm's "Ready for Training" notification, review the System's status and outstanding issues list and mutually identify with Versaterm any defects that must be corrected prior to its being used for end-user training.
- Issue a written notice to Versaterm that the System has been verified to be ready for End-User training.

PREREQUISITES

- Functional Acceptance Testing
- Train-the-Trainer Training

VERSATERM DELIVERABLES

- Written notice to the Customer that the System is Ready for Training, once all defects mutually identified by the Customer and Versaterm have been corrected.

TASK COMPLETION CRITERIA

- This task is complete when Versaterm and the Customer mutually agree the System is ready for end user training.

TASK #17 END-USER TRAINING

Customer expert trainers will provide just-in-time training to end-users.

VERSATERM RESPONSIBILITIES

- Provide remote support as needed during end user training period.

CUSTOMER RESPONSIBILITIES

- Provide adequate training facilities including screen projection resources and enough workstation positions for up to twenty (20) students.
- Train additional trainers as necessary to staff the end-user training.
- Schedule and organize the end-user training schedule.
- Assign end-users to training classes at each facility.
- Assign trainers to training facilities so that at least one qualified trainer is present at each end-user training class.
- Prepare required training documentation and material for each end-user attending a training session.
- Ensure that the designated trainers and end-users attend their scheduled end-user training classes.

PREREQUISITES

- Functional Acceptance Testing.
- Setup Training Schedule.
- Setup Training Facility.
- Trainer-training.
- System declared Ready for Training

VERSATERM DELIVERABLES

- Provide remote support during the training period.

TASK COMPLETION CRITERIA

- Completion of end-user training classes (prior to Production Use).

4.5 PRODUCTION PHASE

TASK #18 PRODUCTION CUTOVER PREPARATION

Versaterm performs a Production environment cleanup to remove data entered during configuration, testing, and training activities. A final synchronization is then executed to propagate finalized configuration settings from Production to the Test and Training environments.

The Customer is responsible for installing Versaterm client software on all desktop and mobile computers and ensuring all users have URLs to access web-based Versaterm applications.

VERSATERM RESPONSIBILITIES

- Clean up Production system to remove data entered during system configuration, testing and training.
- Propagate configuration settings from Production to Test and Training systems

CUSTOMER RESPONSIBILITIES

- Install Versaterm client software on desktop and mobile computers.
- Provide URLs for web-based Versaterm applications to all end users.

PREREQUISITES

- End-User training

VERSATERM DELIVERABLES

- Clean Production environment ready for Production Cutover

TASK COMPLETION CRITERIA

- Production environment has been cleaned up.
- Versaterm client software is installed on Customer's desktop and mobile computers.
- All end users have URLs required to access web-based Versaterm applications.

TASK #19 PRODUCTION USE

- Versaterm will assist and support the Customer in placing the System into Production Use.

VERSATERM RESPONSIBILITIES

- Collaborate with the Customer to determine the date and time of the System cutover for Production Use.
- Assist the Customer in placing the system into a Production Use.
- Monitor the initial operation of the System and answer any operational questions raised by the Customer.
- Provide at least one (1) onsite resource to support System cutover for up to two (2) days after the cutover.

CUSTOMER RESPONSIBILITIES

- Collaborate with Versaterm to determine the System Cutover date and time.
- Provide trained personnel to be the first line of Support.
- Set up and staff a "Go-Live Support Room" to act as a central coordination point for Go-Live issues and support.
- Coordinate with Versaterm to schedule the onsite Versaterm resources as needed to support the first two (2) calendar days of Production Use.

PREREQUISITES

- End-User training
- Production Cutover Preparation

VERSATERM DELIVERABLES

- Onsite Versaterm resource(s) in support of the System cutover to Production Use.

TASK COMPLETION CRITERIA

- The System is successfully operating in Production Use.

TASK #20 CLOSE SUPPORT

Following Production Cutover, Versaterm will provide a Close Support period of two (2) weeks to assist the Customer in stabilizing System operations. The Close Support period will be extended until all Level 1 and Level 2 issues identified during the Close Support period have been resolved to the Customer's satisfaction.

VERSATERM RESPONSIBILITIES

- Provide dedicated remote resources to the Customer during the Close Support period to address System issues in a timely manner.
- Investigate, prioritize, and resolve all Level 1 and Level 2 issues reported by the Customer during the Close Support period.
- Participate in a discussion with the Customer to identify remaining action items, open or incomplete tasks, next steps and any pertinent maintenance responsibilities.
- Work with the Customer for a post-close support communication plan and workflow for future contacts.
- Identify dates for completing remaining tasks.
- Notify the Customer in writing upon confirmation that all outstanding Level 1 and Level 2 issues have been resolved and the Close Support period has concluded.

CUSTOMER RESPONSIBILITIES

- Report all System issues to Versaterm promptly during the Close Support period, including priority classification.
- Make available the appropriate Customer resources to assist Versaterm in reproducing, investigating, and verifying resolution of reported issues.
- Participate in a discussion with Versaterm to identify remaining action items, open or incomplete tasks, next steps and any pertinent maintenance responsibilities.
- Identify dates for completing remaining tasks.

PREREQUISITES

- Production Use of the System

VERSATERM DELIVERABLES

- Review and correct or provide workarounds and plan for corrections for any level 1 and level 2 issues.

TASK COMPLETION CRITERIA

The Close Support period is considered complete when

- The minimum two (2) week duration has elapsed, and all Level 1 and Level 2 issues reported during the Close Support period have been resolved; or the Customer has approved a Versaterm-proposed workaround or plan for corrections.
- Dates, mutually agreed upon by the Customer and Versaterm have been identified for resolving outstanding issues.
- The Customer has committed to creating a sustainment team
- Procedures for the Versaterm/Customer post-implementation relationship have been established.

Project Implementation Schedule

WBS	Name	Type	Start	Finish	Duration
1	Execute Contract	Milestone	2026-09-25	2026-09-25	1 day
2	Payment Milestones	Milestone	2026-12-07	2027-07-07	153 days
2.1	Payment Milestone #1 - SOW Task #2 Project Kickoff	Milestone	2026-12-07	2026-12-07	1 day
2.2	Payment Milestone #2 - SOW Task #6 Configure vCloud Servers	Milestone	2027-01-11	2027-01-11	1 day
2.3	Payment Milestone #3 - SOW Task #9 Conduct Implementation Workshop and Working Sessions	Milestone	2027-02-26	2027-02-26	1 day
2.4	Payment Milestone #4 - SOW Task #16 Ready for Training	Milestone	2027-05-05	2027-05-05	1 day
2.5	Payment Milestone #5 - SOW Task #19 Production Use	Milestone	2027-07-07	2027-07-07	1 day
2.6	ARR Start - SOW Task #6 Configure vCloud Servers	Task	2027-01-11	2027-01-11	1 day
3	Project Management	Deliverable	2026-10-12	2027-07-30	210 days
3.1	Project Management	Task	2026-10-12	2027-07-30	210 days
3.2	Kickoff	Task	2026-11-23	2026-11-27	5 days
4	Implementation Support	Deliverable	2026-11-30	2027-07-30	175 days
4.1	Implementation Support	Task	2026-11-30	2027-07-30	175 days
4.2	Implementation Assistance (non-billable)	Task	2026-11-30	2027-07-30	175 days
5	Networking	Deliverable	2026-09-28	2026-11-20	40 days
5.1	AWS Connectivity	Task	2026-09-28	2026-11-20	40 days
5.2	Technical scoping (ports, connectivity, etc)	Task	2026-09-28	2026-10-09	10 days
5.3	Purchase Perle device	Task	2026-09-28	2026-10-09	10 days
5.4	AWS Connectivity for RPAs (For MJ implementations)	Task	2026-09-28	2026-10-16	15 days
6	Cloud Tenant Configuration	Task	2026-10-12	2026-12-04	40 days
6.1	Create Tenant Foundation	Task	2026-10-12	2026-10-16	5 days
6.2	Cloud Tenant Service Config	Task	2026-10-19	2026-10-23	5 days
6.3	Create Attachment S3 environment/Redis/Database	Task	2026-10-26	2026-10-30	5 days
6.4	Review SFTP based Interfaces and request S3/SFTP areas	Task	2026-11-30	2026-12-04	5 days
7	Implementation Preparation	Task	2026-11-30	2026-12-25	20 days
7.1	Identify required NDAs	Task	2026-11-30	2026-12-04	5 days
7.2	Provide GIS data	Task	2026-11-30	2026-12-25	20 days
7.3	Provide AVRR (routing) data	Task	2026-11-30	2026-12-25	20 days
7.4	Provide initial configuration data	Task	2026-11-30	2026-12-18	15 days
7.5	Provide technical requirements	Task	2026-11-30	2026-12-04	5 days
8	Build Test, Trn and Prod Environments	Deliverable	2026-11-30	2027-01-01	25 days
8.1	Create Databases	Task	2026-11-30	2026-12-04	5 days
8.2	Configure Application, AD	Task	2026-11-30	2026-12-18	15 days
8.3	Open/configure required network ports/validation	Task	2026-12-21	2026-12-25	5 days
8.4	Prepare a Configuration Lab	Task	2026-12-14	2027-01-01	15 days
8.5	Checkout Dev/Test, Trn and Prod Envs	Task	2026-12-21	2027-01-01	10 days
9	GIS	Deliverable	2026-11-30	2027-03-02	67 days

9.1	Configure VGI	Task	2026-11-30	2026-12-04	5 days
9.2	Load initial GIS files	Task	2026-12-28	2027-01-08	10 days
9.3	Test and Refine GIS	Task	2027-01-11	2027-03-02	37 days
10	AVRR	Task	2026-12-21	2027-02-05	35 days
10.1	Configure AVRR	Task	2026-12-21	2026-12-25	5 days
10.2	Load AVRR files	Task	2026-12-28	2027-01-01	5 days
10.3	Test and refine AVRR	Task	2027-01-04	2027-02-05	25 days
11	Implementation / Configuration	Deliverable	2026-11-30	2027-02-19	60 days
11.1	Scoping Sessions	Task	2026-11-30	2027-01-08	30 days
11.2	Scoping Workshop	Task	2026-12-14	2026-12-18	5 days
11.3	Apply system configurations to Prod environment	Task	2027-01-04	2027-01-22	15 days
11.4	Implementation Sessions	Task	2027-01-04	2027-02-12	30 days
11.5	Implementation Workshop	Task	2027-01-25	2027-01-29	5 days
11.6	Agency Assignments	Task	2026-11-30	2027-02-19	60 days
12	Interfaces	Deliverable	2026-12-28	2027-03-25	64 days
12.1	Interface Configuration	Deliverable	2026-12-28	2027-01-04	6 days
12.2	NCIC/JWI	Deliverable	2026-12-28	2027-01-19	17 days
12.2.1	Provide connectivity	Task	2026-12-28	2027-01-01	5 days
12.2.2	Install and test interface	Task	2027-01-04	2027-01-15	10 days
12.2.3	Informing customer of testing results (attach email)	Task	2027-01-18	2027-01-18	1 day
12.2.4	Customer testing complete and ready for production (attach email)	Task	2027-01-19	2027-01-19	1 day
12.3	Vesta E911	Deliverable	2027-01-20	2027-02-04	12 days
12.3.1	Provide connectivity	Task	2027-01-20	2027-01-26	5 days
12.3.2	Install and test interface	Task	2027-01-27	2027-02-02	5 days
12.3.3	Informing customer of testing results (attach email)	Task	2027-02-03	2027-02-03	1 day
12.3.4	Customer testing complete and ready for production (attach email)	Task	2027-02-04	2027-02-04	1 day
12.4	FUSUS vMonitor API	Deliverable	2027-02-05	2027-02-11	5 days
12.4.1	Provide connectivity	Task	2027-02-05	2027-02-08	2 days
12.4.2	Provide vMonitor API credentials	Task	2027-02-09	2027-02-09	1 day
12.4.3	Informing customer of testing results (attach email)	Task	2027-02-10	2027-02-10	1 day
12.4.4	Customer testing complete and ready for production (attach email)	Task	2027-02-11	2027-02-11	1 day
12.5	Evidence.com (Axon)	Deliverable	2027-02-12	2027-02-23	8 days
12.5.1	Provide connectivity	Task	2027-02-12	2027-02-16	3 days
12.5.2	Install and test interface	Task	2027-02-17	2027-02-19	3 days
12.5.3	Informing customer of testing results (attach email)	Task	2027-02-22	2027-02-22	1 day
12.5.4	Customer testing complete and ready for production (attach email)	Task	2027-02-23	2027-02-23	1 day
12.6	ESO Fire RMS	Deliverable	2027-02-24	2027-03-09	10 days
12.6.1	Provide connectivity	Task	2027-02-24	2027-02-26	3 days
12.6.2	Install and test interface	Task	2027-03-01	2027-03-05	5 days

12.6.3	Informing customer of testing results (attach email)	Task	2027-03-08	2027-03-08	1 day
12.6.4	Customer testing complete and ready for production (attach email)	Task	2027-03-09	2027-03-09	1 day
12.7	Prepared 911	Deliverable	2027-03-10	2027-03-25	12 days
12.7.1	Provide connectivity	Task	2027-03-10	2027-03-16	5 days
12.7.2	Install and test interface	Task	2027-03-17	2027-03-23	5 days
12.7.3	Informing customer of testing results (attach email)	Task	2027-03-24	2027-03-24	1 day
12.7.4	Customer testing complete and ready for production (attach email)	Task	2027-03-25	2027-03-25	1 day
12.8	Flow MSP	Deliverable	2027-03-10	2027-03-25	12 days
12.8.1	Provide connectivity	Task	2027-03-10	2027-03-16	5 days
12.8.2	Install and test interface	Task	2027-03-17	2027-03-23	5 days
12.8.3	Informing customer of testing results (attach email)	Task	2027-03-24	2027-03-24	1 day
12.8.4	Customer testing complete and ready for production (attach email)	Task	2027-03-25	2027-03-25	1 day
12.9	CommunityConnect	Deliverable	2027-02-12	2027-03-01	12 days
12.9.1	Provide connectivity	Task	2027-02-12	2027-02-18	5 days
12.9.2	Install and test interface	Task	2027-02-19	2027-02-25	5 days
12.9.3	Informing customer of testing results (attach email)	Task	2027-02-26	2027-02-26	1 day
12.9.4	Customer testing complete and ready for production (attach email)	Task	2027-03-01	2027-03-01	1 day
12.10	DorneSense	Deliverable	2027-02-12	2027-03-01	12 days
12.10.1	Provide connectivity	Task	2027-02-12	2027-02-18	5 days
12.10.2	Install and test interface	Task	2027-02-19	2027-02-25	5 days
12.10.3	Informing customer of testing results (attach email)	Task	2027-02-26	2027-02-26	1 day
12.10.4	Customer testing complete and ready for production (attach email)	Task	2027-03-01	2027-03-01	1 day
13	Functional Acceptance Testing	Deliverable	2027-01-22	2027-03-31	49 days
13.1	Provide Initial Acceptance Test Plan	Task	2027-01-22	2027-01-22	1 day
13.2	Finalize Acceptance Test Plan	Task	2027-02-01	2027-02-12	10 days
13.3	Conduct Acceptance Testing	Task	2027-03-26	2027-03-30	3 days
13.4	Attach functional acceptance testing acceptance email	Task	2027-03-31	2027-03-31	1 day
14	Configure interfaces in Test and Training Environments (as needed)	Task	2027-04-01	2027-04-14	10 days
15	Training	Deliverable	2027-01-11	2027-06-21	116 days
15.1	Prepare for vGIS Training	Task	2027-01-25	2027-01-29	5 days
15.2	vGIS Training (webinar)	Task	2027-02-01	2027-02-01	1 day
15.3	Prepare for DB Internals Training	Task	2027-02-01	2027-02-05	5 days
15.4	Database Internals Training	Task	2027-02-08	2027-02-08	1 day
15.5	Train the Trainer Training	Deliverable	2027-01-11	2027-04-26	76 days
15.5.1	Prepare TTT Scenarios	Task	2027-01-11	2027-01-24	11 days
15.5.2	Finalize TTT Scenarios	Task	2027-02-01	2027-02-05	5 days
15.5.3	Prepare TTT Course	Task	2027-02-08	2027-02-12	5 days
15.5.4	CAD TTT	Task	2027-04-14	2027-04-16	3 days

15.5.5	Police MDT TTT	Task	2027-04-19	2027-04-20	2 days
15.5.6	Fire MDT TTT	Task	2027-04-21	2027-04-22	2 days
15.5.7	vMobile TTT	Task	2027-04-23	2027-04-23	1 day
15.5.8	RemoteCAD TTT	Task	2027-04-26	2027-04-26	1 day
15.6	Ready for Training	Milestone	2027-04-27	2027-04-27	1 day
15.7	Agency End User Training Prep	Task	2027-04-27	2027-05-24	20 days
15.8	Agency End User Training	Task	2027-05-25	2027-06-21	20 days
16	Production Cutover and Close Support	Deliverable	2027-06-15	2027-07-19	25 days
16.1	Prepare Desktops and Mobile Computers	Task	2027-06-22	2027-07-05	10 days
16.2	Prepare Production Cutover Plan	Task	2027-06-15	2027-06-28	10 days
16.3	Final Production Preparation	Task	2027-06-22	2027-06-28	5 days
16.4	Update Test and Training with Prod Configurations	Task	2027-06-22	2027-06-22	1 day
16.5	Production Cutover	Deliverable	2027-06-29	2027-06-29	1 day
16.6	On Site Cutover Support	Task	2027-06-29	2027-07-05	5 days
16.7	Production Close Support	Task	2027-07-06	2027-07-19	10 days

CAD INTERFACES	2
MOTOROLA VESTA 911.....	2
AXON EVIDENCE.COM.....	8
ESO FIRE RMS INTERFACE	15
PREPARED 911 - NIEM ADD CALL INTERFACE.....	19
GIS INTERFACE.....	21
FLOWMSP - SMTP PAGING INTERFACE	41
NCIC/JWI.....	46
FUSUS INTERFACE.....	61

CAD INTERFACES

The CAD interfaces have been divided into 2 categories:

- Required for Production Cutover
- Not Required for Production Cutover

The following table lists interfaces along with the category they belong to:

Interface	Category
Motorola Vesta 911	Required for Production Cutover
Evidence.com AXON	Required for Production Cutover
ESO – Fire RMS	Required for Production Cutover
Prepared 911	Required for Production Cutover
GIS & AVRR	Required for Production Cutover
FlowMSP	Required for Production Cutover
NCIC/JWI	Required for Production Cutover
FUSUS	Required for Production Cutover

MOTOROLA VESTA 911

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File Edit Call Related Unit Query Utilities Configuration Windows Help

Add Call E911 Alarm Retrieve Queued Calls Active Calls Query Logs Unit Status

Select E911 Call (Empty) (Empty)

SEQ# 88616 Tue, Jun-26-18 20:42

E911

(503) 284-9988 RESD
JULIUS, MOORE
2414 NE 10TH AVE
PORTLAND

POLICE	(503) - 944-3388
FIRE	(503) - 487-3394
EMS	(503) - 899-3321
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	()

Police Fire Back Print

Transfer Dismiss Update Copy

E911 Prefill Options

E911

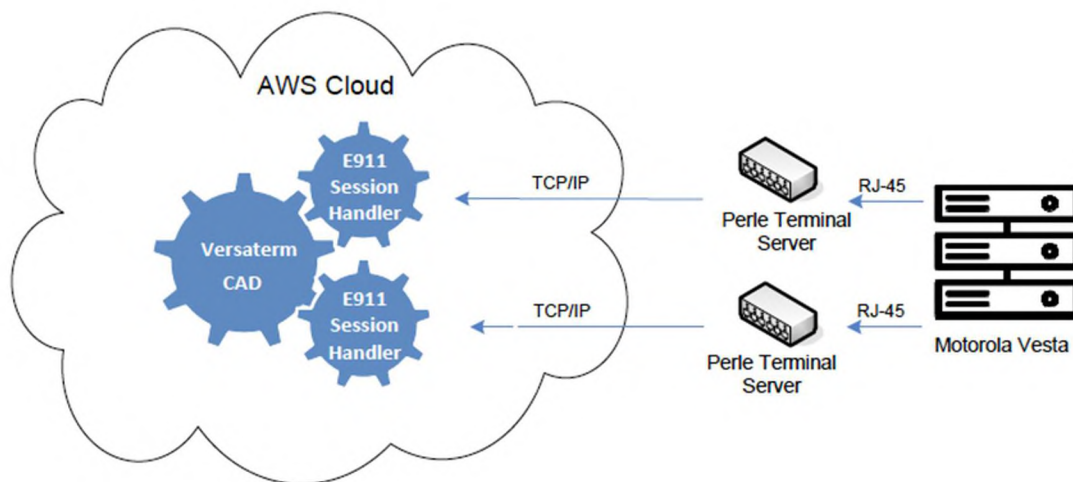
503 555-0119

ATT MOBILITY

9801 NE SANDY BLVD

Cancel All Caller Location None

Click to prefill both Complainant and Location information



Wireless Phase II Call Processing

Rebidding

surname, first middle

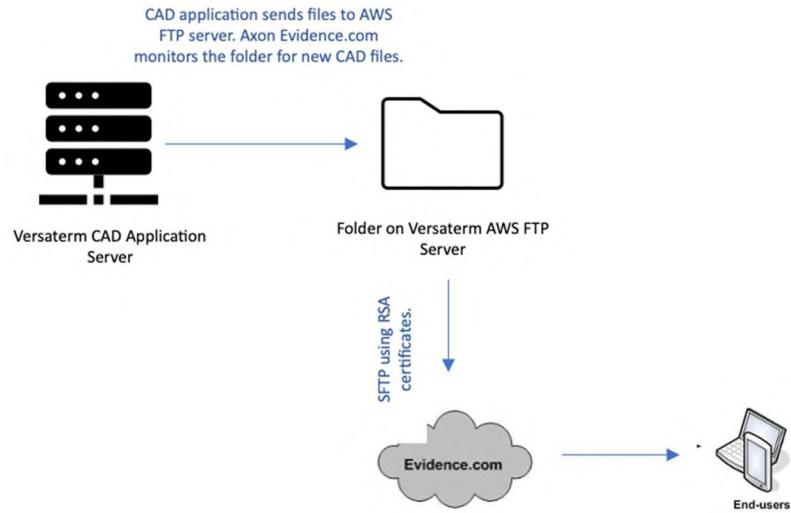
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- Configure the vCAD E911 interface.
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AXON EVIDENCE.COM

PROCESS FLOW



CONFIGURATION

Configuration Screen or File	Configuration Setting	Possible Values	Recommended Setting
	RSA Public Keys		
Vdxiii.cadsvc.cron	Cron scripts that generate files for Axon Evidence.com and transfer them to AWS FTP server		

COMMUNICATION

AUTHENTICATION

DATA FORMAT REQUIREMENTS

AXON Field Name	AXON Description	Required or Optional by AXON	Versaterm Field Name	Versaterm Comments
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Event ID	The unique ID of the event. The data in the column may reflect INCIDENT#, CADIncidentNumber, or a similar field.	Required	Cc_data.jur + cc_data.occ_year + cc_data.occ_num	Format: JJYY- NNNNNNNNNN Where JJ is jurisdiction such as PP for Santa Monica Police. NNN is unique incident number
Officer Badge ID	The unique badge ID assigned to the officer. This ID must exactly match the officer badge ID assigned to the Axon camera in Evidence.com. If badge IDs differ between systems, this must be resolved during the implementation process.	Required	Dc_data.officer_no Or dc_data.officer_no 2	For two officer units, a separate row is generated using officer_no2 database field
Officer Dispatched DateTime	The start time of the officer event. Used to define the beginning of the time range that the start time of the officer's video evidence file must be within. Dispatched times must be in ISO 8610-compliant format, either using UTC or timezone offset. - UTC format example — 2015-11-13T21:35:42Z - Timezone offset format example — 2015-11-13T21:35:42-08:00 The difference between the dispatched and cleared times must to be	Required	dc.data.dispatch_time	Date and time of officer dispatched.

	greater than 0 (zero) but less than 8 hours.			
Officer Cleared DateTime	The end time of the officer event. Used to define the end of the time range that the start time of the officer's video evidence file must be within. Cleared times must be in ISO 8610-compliant format, either using UTC or timezone offset. - UTC format example — 2015-11-13T21:35:42Z - Timezone offset format example — 2015-11-13T21:35:42-08:00	Required	Dc_data.inservice_time	Date and time of officer going in-service.
Report Number	The RMS ID of the report about the CAD event. If no RMS ID is available, this field can be empty.	Optional		Unavailable
Title	A title for the event.	Optional		Unavailable
Tag	Text labels that apply to the event. If you include more than one Tag field, the heading should be "Tag" for each of them.	Optional		Unavailable
Category	The CAD event type code of the event. Evidence.com uses the event type provided in this column to determine which retention category is assigned to matching video evidence files.	Optional	Cc_summary.final_case_type	CAD's incident final case type code

Category2	Incident clearance code	Optional	Cc_summary.cleared_by	CAD's cleared by code (1 character in length)
Street	Street address or intersection of the event. This information should be recognizable by Bing Maps; otherwise, location based Evidence.com features will be unavailable for video evidence files matched to the event.	Optional	Cc_seen_at.address or cc_data.address	In addition to the location where the call occurred on, if an incident response location is present the cc_seen_at table is used (e.g. c_seen_at.address), representing the location where the units responded to. Otherwise, if no response location is present, cc_data table is used.
City	The full name of the City in which the event occurred.	Optional	cc_seen_at.municipality or cc_data.municipality	Translation of the municipality code is sent.
State	State in which the event occurred.	Optional	Hardcoded	"WA"
ZIP Code	The postal code within which the event occurred.	Optional	Addres_history.zip	

BUSINESS CONTINUITY

INTERFACE TESTING

FUNCTIONAL AND COMPLETENESS TEST

OPERATIONAL TESTS

PERFORMANCE TESTS

EXCEPTION TESTS

DATA INTEGRITY TESTS

It is the responsibility of the Customer to conduct in-depth testing of the interface to ensure overall data integrity, that data is processed appropriately and that the interfaces function as required

RESPONSIBILITIES

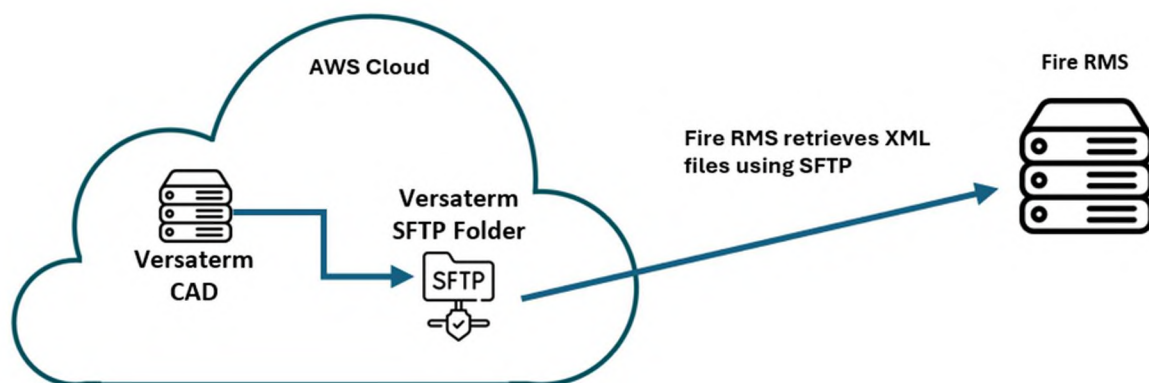
CUSTOMER RESPONSIBILITIES

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VERSATERM RESPONSIBILITIES

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ESO FIRE RMS INTERFACE



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PREPARED 911 - NIEM ADD CALL INTERFACE

NIEM Add

Call Web Service
vCAD

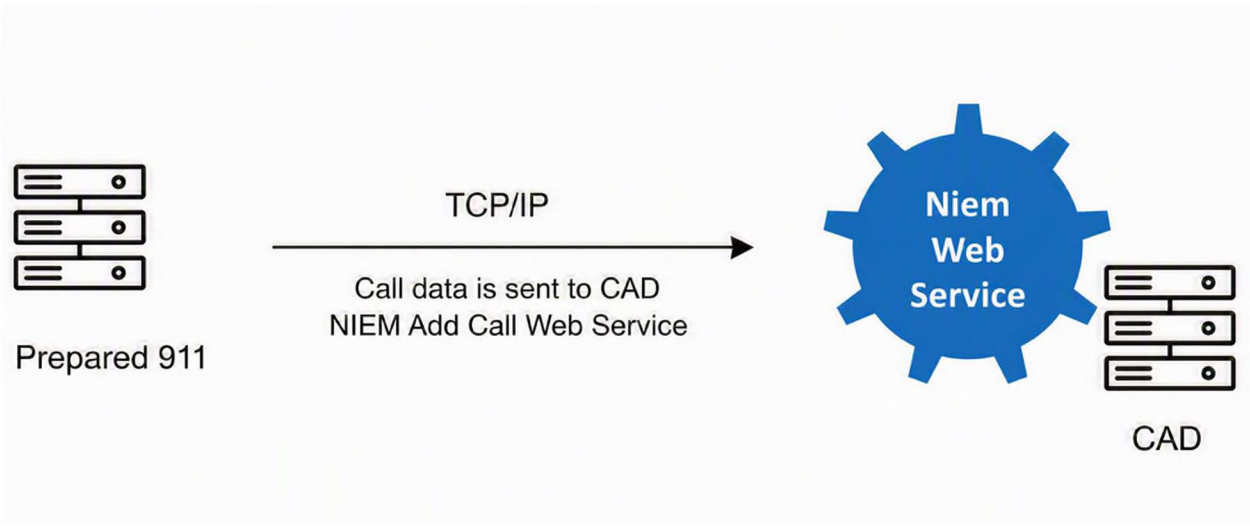
vCAD system

location call type code

zone value

queue

dispatch

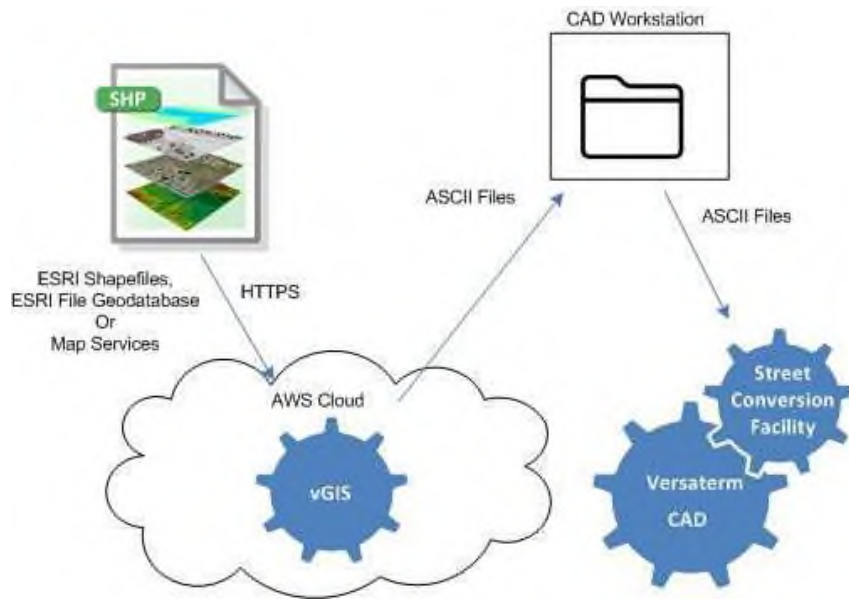


Cad_interfaces.xcf	SERVICE_APPLICATION_EXECUTION_COMPONENT Id		cpn.ws_niemaddcall.execution.local
	DVM		\$(res.dvm.wa)
	START		1
	MIN_AVAILABLE		1
	MAX_AVAILABLE		1

	APPLICATION ID		ws.niemaddcall
	PROXY		\$(res.gwsproxy)
	EXECUTION		cpn.ws_niemaddcall.execution.local
	TIMEOUT		cpn.ws_cad.timeout.set1
VWSNIEMADDCAL L.xcf			TBD
Cws.list			TBD

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1. VERSATERM GIS INTERFACE (VGIS)



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	Field Name	Data Type	Req?	Remarks

	Field Name	Data Type	Req?	Remarks

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	Field Name	Data Type	Req?	Remarks

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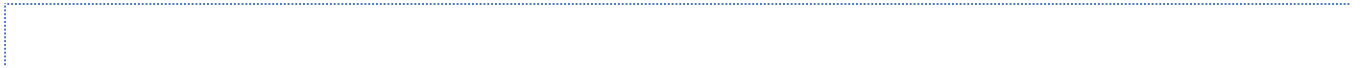
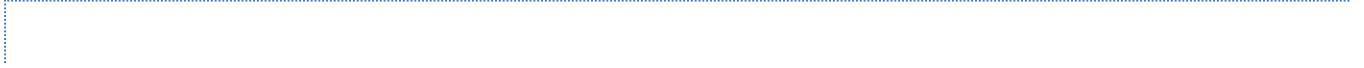
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2. VERSATERM CAD AND MDT MAPS

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Field	Data Type	Mandatory	Notes
Shape	Geometry (Point) or Feature Geometry (Point)	Mandatory	
Common Place Name	Text	Mandatory	Contains the common place name or business name.

Full Address		Mandatory	Contains the full address. This is the column that contains the address the map validates against (e.g., 1 E MAIN ST W). Note the following rules: Must not have special characters such as dashes (-). It is recommended to use abbreviated street types. Should only have a single space separating each word.
Municipality code	Text	Mandatory	Contains the municipality codes that the site uses for address validation. Note the following rules: The code values should match the CAD municipality codes table (e.g., PORT for Portland). The municipal codes should be unique system wide.

MapView feature layers contain operational information that is overlaid on top of the base map. While a base map determines how a map should look, features display operational data that changes frequently such as traffic cameras, current events, and geographic events. Feature layers can be configured to display images as well as static videos and live streams. These videos can be played from any feature layer that defines a location linking to the video. Any standard video format (e.g. MP4, WAV, etc.) is supported for static video. RTMP/RTSP formats are supported for streaming video.

RESPONSIBILITIES

CUSTOMER RESPONSIBILITIES

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VERSATERM RESPONSIBILITIES

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3. AUTOMATED VEHICLE ROUTING AND RECOMMENDATION (AVRR)

RESPONSIBILITIES

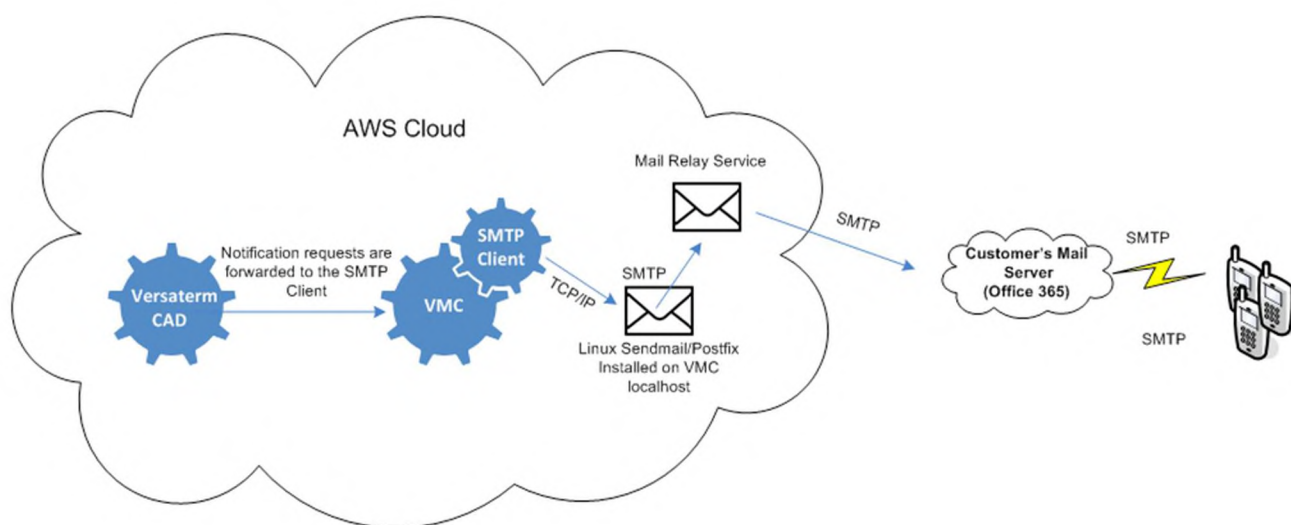
CUSTOMER RESPONSIBILITIES

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VERSATERM RESPONSIBILITIES

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FLOWMSP - SMTP PAGING INTERFACE



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NCIC/JWI

The ACJIS interface will provide a query/maintenance transaction interface from Versaterm CAD, Versaterm RMS, Versaterm Mobile Data Terminal (MDT) and vMobile. These transactions are delivered to state databases (DPS, ACIC, MVD), national databases (NCIC, NLETS) and processed appropriately. The Versaterm NCIC Gateway is used to manage and administer the interface.

The CAD user interface consists of a set of DPS and NCIC forms that can be used to process query and maintenance transactions. Additionally, a number of transactions (query and maintenance) may be automatically triggered by transactions within the RMS or by special CAD command line requests.

Query transactions from the MDT/vMobile are spawned using the appropriate query form (Query Person, Query Vehicle, etc.). Once a query had been processed, the response is returned to the “response” window/area.

PROCESS FLOW

CAD

The screenshot displays a web browser window with the address bar showing 'https://usrms-test.versaterm.cloud/az-mesa/webrms/ua/v/vdx/rms'. The browser's address bar also shows 'Versaterm NCIC'. The page title is 'Versaterm NCIC'. The browser's menu bar includes 'File', 'Edit', 'View', and 'Help'. The browser's toolbar includes 'Ok/Save', 'Back', 'Copy', 'Cut', 'Paste', 'Print', 'Fullscreen', 'Queue', 'VMail', and 'Help'. The main content area shows a 'WANTED PERSON INQUIRY' form. The form has a title bar with 'ACQW' and 'WANTED PERSON INQUIRY'. The form contains several input fields and dropdown menus: 'ORI' (text), 'NAT' (text), 'DOB' (text), 'SEX' (text), 'RAC' (dropdown), 'FBI' (text), 'PINU' (text), 'SOC' (text), 'OLN' (text), 'LIC' (text), 'LIS' (text), 'VIN' (text), 'VHA' (dropdown), 'OCA' (text), 'NIC' (text), 'RSH' (dropdown), 'ENS' (dropdown), 'EBS' (text), and 'CORPENT' (text). The form is titled 'WANTED PERSON INQUIRY' and has a 'BOG' dropdown set to 'vdx1'.

CAD AUTO INITIATED ACIC/NCIC TRANSACTIONS

The following transactions are included with the delivery of the Versaterm CAD:

CAD Function	Generated ACIC/NCIC Transaction
Person name identified in remarks	QW (Wanted Person)
Vehicle plate identified in remarks	QV, QRO (Registered Owner)
Command Line Person Name	QW
Command Line Driver's License	QDL
Command Line Vehicle Plate	QV,QRO
Command Line Vehicle VIN	QV by VIN

RMS



RMS AUTO INITIATED ACIC/NCIC TRANSACTIONS

The following transactions are included with the delivery of the Versaterm RMS:

RMS Function	Generated ACIC/NCIC Transaction
Query Person	Person Multi Query ³
Query Vehicle	ACQV, RO (registered owner)
Add Warrant ¹	ACEW
Add Seized/Towed Vehicle	NEI
Add Recovered/Seized Articles	ACQA (generated as a by-product of the add)
Add Recovered/Seized Guns	ACEG
Add Stolen Articles ²	ACEA
Add Stolen Guns ²	ACEG
Add Missing Person ²	ACEM
Add Stolen Vehicle ²	ACEV

1. Note that given the complexity of auto-maintaining Warrants on the State/NCIC databases, the transaction to add/modify/cancel the warrant may not be supported. It is assumed that each warrant, for a person, can be added as a unique record to DPS with a resulting record id (similar to the NIC #) returned. If not, then adding warrants may not be supported.
2. For information added automatically, the Versaterm application will attempt to implement “auto-clear” and “update” transactions. For example, when the property is recovered, the system will allow the user to clear or update, as appropriate, the details from ACIC/NCIC based on the NIC# and other associated “stamps” returned from the original add.
3. A “Person Multi-Query” is executed whenever a Person auto-query is run (i.e. query by name). This transaction will encompass the following query transactions:
 - ACQW – Arizona State and NCIC Wanted Person Query
 - DQP – AZ Drivers License Query
 - DQ – Non-AZ Drivers License Query

Note: The listed values are the defaults but these values are all configurations which can be adjusted during implementation. Versaterm will assist with configuration of multi-query setup.

INITIAL SUPPORTED FORMS/TRANSACTIONS

MDT

MDT Function	Generated ACIC/NCIC Transaction
Person query	Person Multi-Query
Vehicle query	ACQV, RQ
Property item query	ACQA, ACQG (Query Gun), ACQB (Query Boat)

Query Person

Send and Close Reget Pin Form Exit

Surname G1 G2

DOB Age Sex

Race

DL State

Records ☒ NCIC/State ☒ RO ☒

DRL ☒ City

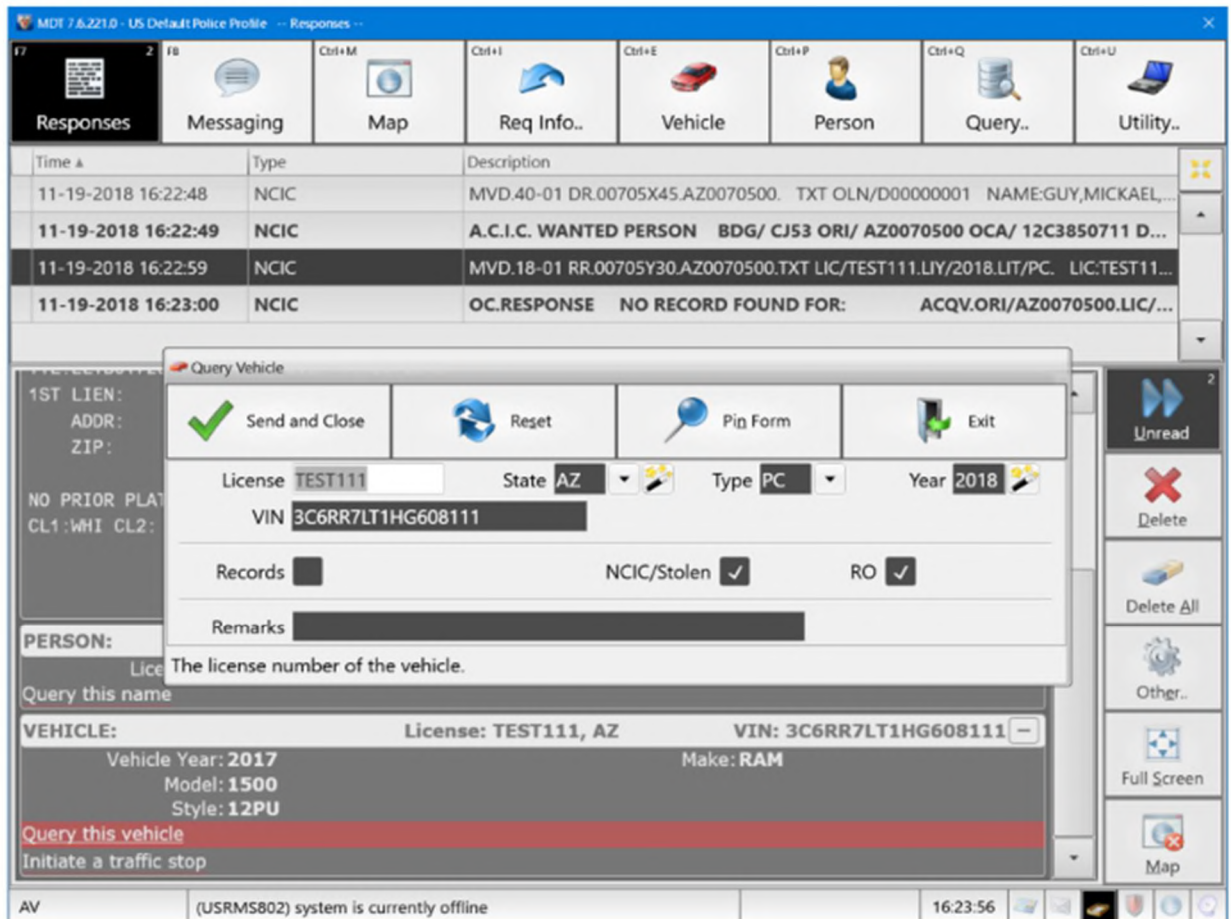
Remarks

Person's surname.

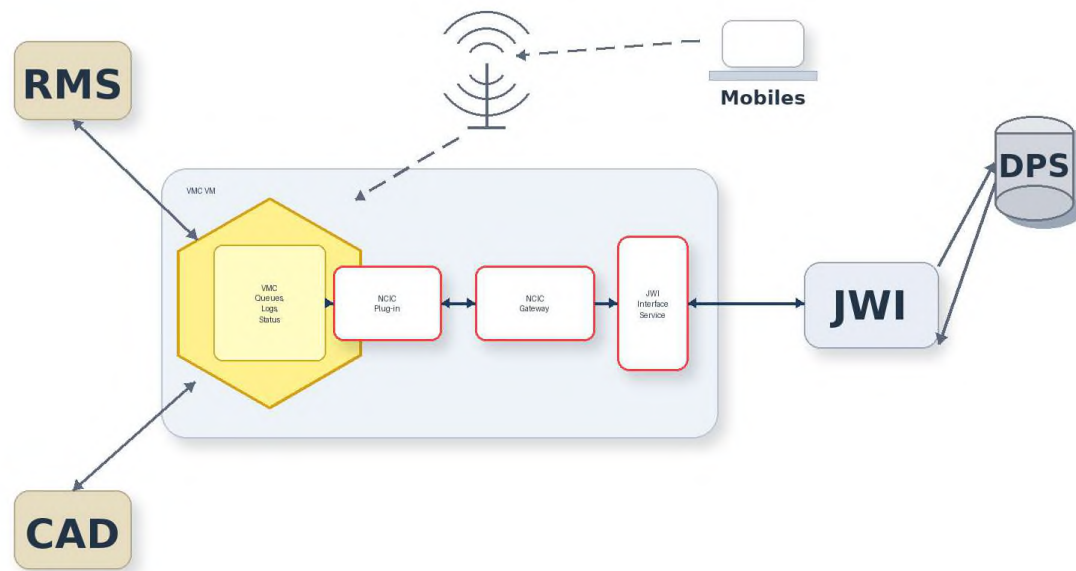
ARIZONA PARSING SCOPE

Enhanced Visual Display

Re-spawning queries



Reuse of parsed data into the MRE reports:



CONFIGURATION

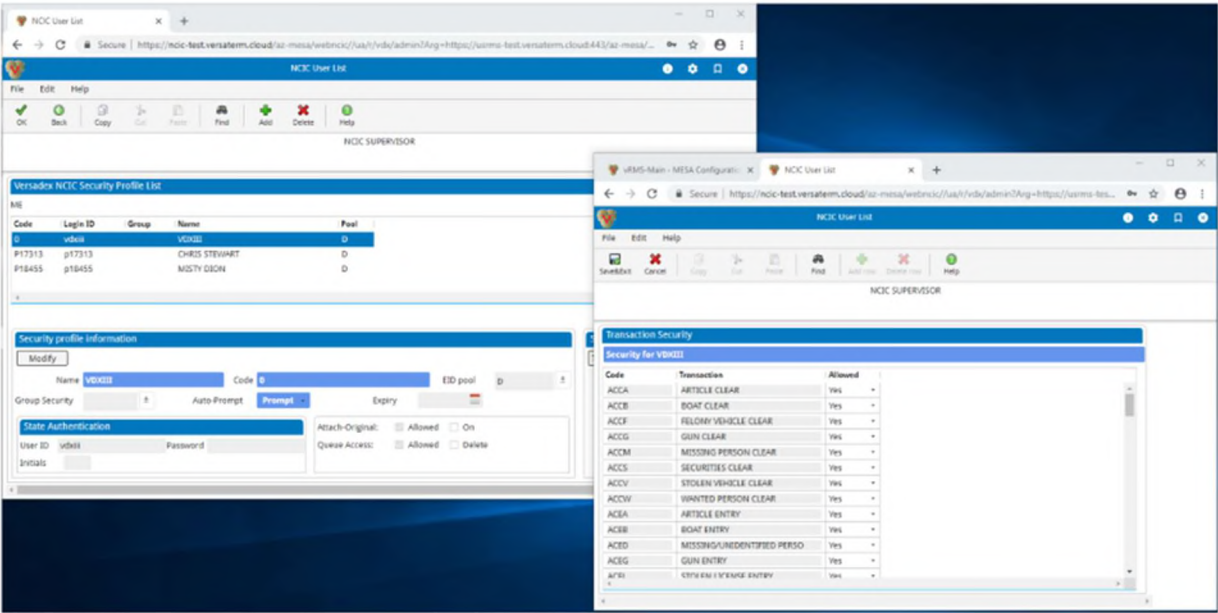
OVERVIEW OF FORMS/TRANSACTIONS

DATA FORMAT REQUIREMENTS

COMMUNICATION

AUTHENTICATION

SECURITY AND RESTRICTING ACCESS

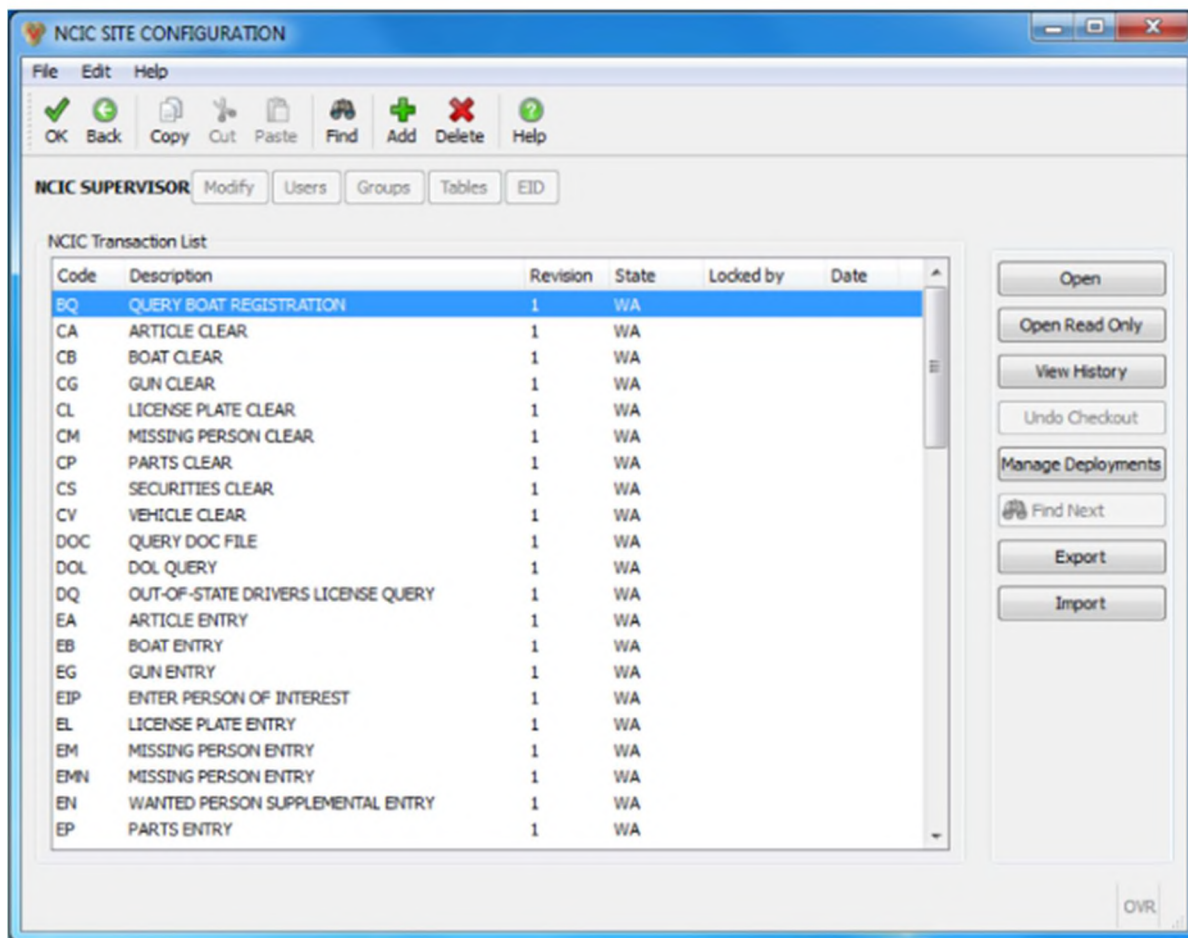


RESPONSE DESCRIPTION

AUDITING AND LOGGING

VERSATERM NCIC SITE CONFIGURABLE TRANSACTION (SCT) FACILITY OVERVIEW

SCT FACILITY TRANSACTION DEFINITION



The screenshot displays the 'RMS - NCIC Supervisor' application window. The interface includes a menu bar (File, Edit, Help) and a toolbar with icons for Save&Exit, Cancel, Copy, Cut, Paste, Find, Add row, Delete row, and Help. The main workspace is titled 'NCIC Transaction' and contains a 'Transaction Profile' section with fields for Code, Version (2), Status (D), Description (QUERY BOAT REGISTRATION), Type (QRY), and Security (Y). To the right of this section are buttons for Modify Form, Preview, Save/Commit, and Deploy. Below the profile section is a 'Destination' section with tabs for Rules and Help. It contains a 'Destination List' table with columns Code and Interface, showing 'NLETS' and 'STATE'. Below the table is a 'Destination Details' section with fields for Destination Code (NLETS), Interface (STATE), and a checked 'Send by default' checkbox. A large text area below these fields contains the transaction code: 'BQ.(ORI).(ST).TXTREG/[REG].BHN/[BHN].NAM/[NAM].DOB/[DOB]'. At the bottom of the window, a status bar shows 'Transaction code - example QV for query stolen vehicle' and 'OVR'.

RMS - NCIC Supervisor

File Edit Help

Save&Exit Cancel Copy Cut Paste Find Add row Delete row Help

NCIC Transaction

Transaction Profile

Code Version 2 Status D

Description QUERY BOAT REGISTRATION

Type QRY Security Y

Destination Rules Help

Destination List

Code	Interface
NLETS	STATE

Destination Details

Destination Code NLETS Interface STATE ☒ Send by default

BQ.(ORI).(ST).TXTREG/[REG].BHN/[BHN].NAM/[NAM].DOB/[DOB]

Transaction code - example QV for query stolen vehicle

OVR

The screenshot displays the 'Form Designer' application window. The title bar reads 'Form Designer - ac_acq:2.81.20181119165446.xml (ac_acq:2.81.20181119165446.xml)'. The menu bar includes: File, Save, Save and Exit, Cancel, Add Row, Add Label, Add Checkbox, Add Textbox, Add Date, Add Lookup, Add Text Area, Add File Import, Undo, Redo, Cut, Copy, Paste. The main area is divided into two panes. The left pane, titled 'Form Workspace', shows a form layout with a yellow background. It contains several input fields: 'ACQ' (with a dropdown arrow), 'ORI' (with a dropdown arrow), 'A.C.I.C. STOLEN VEHICLE INQUIRY' (a label), 'EDG' (with a dropdown arrow), 'LIC' (with a dropdown arrow), 'LIR' (with a dropdown arrow), 'RIR' (with a dropdown arrow), 'VIN' (with a dropdown arrow), 'VMA' (with a dropdown arrow), 'NIC' (with a dropdown arrow), and 'COMMENT' (with a dropdown arrow). The right pane, titled 'Properties', contains a 'Reset Tab Order' button and a list of properties for the selected 'ORI' field. The properties are: Tag (ORI), Tab Order (1), Screen Length (9), Maximum Length (9), Default Value (CUR,ORI), Description (Agency ORI), Color (Reverse Blue), Include (checkbox), Input Picture (checkbox), Send Picture (checkbox), No Entry (checkbox), Invisible (checkbox), Mandatory (checkbox), Case Sensitive (checkbox), Numeric (checkbox), and Period Allowed (checkbox). Below the properties list is a 'Rules' section with a large empty box. At the bottom left of the window, a status bar reads 'Field Identifier (must be unique)'. At the bottom right, there is a small box labeled 'OVR'.

Form Designer - ac_acq:2.81.20181119165446.xml (ac_acq:2.81.20181119165446.xml)

File Save Save and Exit Cancel Add Row Add Label Add Checkbox Add Textbox Add Date Add Lookup Add Text Area Add File Import Undo Redo Cut Copy Paste

Form Workspace

ACQ ORI A.C.I.C. STOLEN VEHICLE INQUIRY EDG

LIC LIR RIR

VIN VMA

NIC

COMMENT

Reset Tab Order

Properties

Tag ORI

Tab Order 1

Screen Length 9

Maximum Length 9

Default Value CUR,ORI

Description Agency ORI

Color Reverse Blue

Include ☐

Input Picture ☐

Send Picture ☐

No Entry ☐

Invisible ☐

Mandatory ☐

Case Sensitive ☐

Numeric ☐

Period Allowed ☐

Rules

Field Identifier (must be unique)

OVR

FORM-LEVEL RULES

The screenshot displays the 'RMS - NCIC Supervisor' application window. The interface includes a menu bar (File, Edit, Help) and a toolbar with icons for Save&Exit, Cancel, Copy, Cut, Paste, Find, Add row, Delete row, and Help. The main area is titled 'NCIC Transaction' and contains a 'Transaction Profile' section with the following fields: Code (ACQW), Version (2), Status (A), Description (WANTED PERSON QUERY), Type (QRY), and Security (Y). To the right of this section are buttons for 'Modify Form', 'Preview', 'Save/Commit', and 'Deploy'. Below the profile section are tabs for 'Destination', 'Rules', and 'Help'. The 'Rules' tab is active, showing a text area with the following code:

```
IF MINU_TYPE IS NOT NULL AND MINU_NUM IS NOT NULL THEN
  LET MINU=MINU_TYPE,"-",MINU_NUM
ELSE
  LET MINU=NULL
END IF
```

 At the bottom of the window, there is a status bar with the text 'After input transaction rules' on the left and 'OVR' on the right.

RMS - NCIC Supervisor

File Edit Help

Save&Exit Cancel Copy Cut Paste Find Add row Delete row Help

NCIC Transaction

Transaction Profile

Code ACQW Version 2 Status A

Description WANTED PERSON QUERY

Type QRY Security Y

Destination Rules Help

IF MINU_TYPE IS NOT NULL AND MINU_NUM IS NOT NULL THEN
LET MINU=MINU_TYPE,"-",MINU_NUM
ELSE
LET MINU=NULL
END IF

After input transaction rules OVR

The screenshot displays the 'RMS - NCIC Supervisor' application window. The interface includes a menu bar (File, Edit, Help) and a toolbar with icons for Save&Exit, Cancel, Copy, Cut, Paste, Find, Add row, Delete row, and Help. The main area is divided into sections for 'Transaction Profile' and 'Destination Details'.

Transaction Profile:

- Code: ACQV
- Version: 2
- Status: A
- Description: STOLEN VEHICLE QUERY
- Type: QRY
- Security: Y

Destination: Rules Help

Destination List:

Code	Interface
ACQV	STATE

Destination Details:

Destination Code: ACQV Interface: STATE ☒ Send by default

ACQV.ORI/[ORI].BDG/[BDG].LIC/[LIC].LIS/[LIS].RSH/[RSH].VIN/[VIN].VMA/[VM/

Transaction prototype to send to the remote system

Transaction prototype to send to the remote system

OVR

BUSINESS CONTINUITY/INTERFACE AVAILABILITY

INTERFACE TESTING

FUNCTIONAL AND COMPLETENESS TEST

OPERATIONAL TESTS

PERFORMANCE TESTS

EXCEPTION TESTING

DATA INTEGRITY TESTING

RESPONSIBILITIES

CUSTOMER RESPONSIBILITIES

-
-

-

-

-

-

-

VERSATERM RESPONSIBILITIES

-

-

-

-

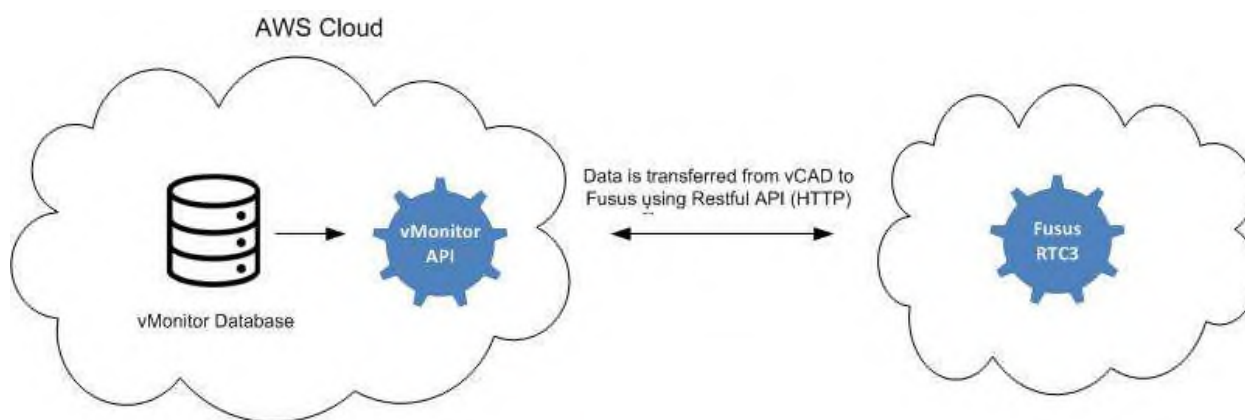
-

FUSUS INTERFACE

Versaterm vMonitor REST API is leveraged by the Fusus Real-Time Crime Center in the Cloud (RTC3) solution for a one-way integration. This integration allows the Fusus RTC3 software to extract call and unit status information from vCAD.

The vCAD publishes all active and pending call as well as unit status information to the vMonitor (BSS) database in real time. This interface uses a Restful API hosted on the Versaterm server called from the Fusus RTC3 application allowing Fusus access to call and unit status data.

The following diagram illustrates data flow between vCAD and Fusus RTC3:



Transaction format is provided in "vMonitor (BSS) REST API" document.

The communication between Fusus application and the vMonitor will be through a Restful based API following the Versaterm vMonitor BSS REST API SDK.

Authentication is done using the predefined client ID and secret provided by Versaterm. API token is returned by the vMonitor API if credentials are verified successfully

This interface can be made available, or not, from the Test, Training and Production environments. The interface may be “turned off” with the appropriate configuration changes.

These tests are intended to ensure the interface is completely functional as designed. Below are descriptions of the tests to be performed for the specified interface functionality.

FUNCTIONAL AND COMPLETENESS TEST

This test ensures that the vMonitor (BSS) database is populated with active/pending call and unit status information.

OPERATIONAL TESTS

This test ensures the Fusus application is able to reconnect to the vMonitor API and pull data after system reboots. The vMonitor application will be shutdown/re-started and ensure vMonitor services are started as well as communications between Fusus to the vMonitor API is established.

PERFORMANCE TESTS

The performance tests will consist of ensuring that updates to calls and unit status changes performed within vCAD are published to the vMonitor database within 2 seconds.

EXCEPTION TESTING

The exception testing consists of disconnecting the Fusus connectivity to the vMonitor API and after reconnecting, ensure Fusus is able to re-establish its connection to the vMonitor API.

DATA INTEGRITY TESTING

It is the responsibility of the Customer to conduct in-depth testing of the interface to ensure overall data integrity, that data is processed appropriately and that the interfaces function as required.

RESPONSIBILITIES

CUSTOMER RESPONSIBILITIES

- Facilitate and/or configure a test environment to support testing activity.
- Coordinate with Fusus technical authorities to assist in the interface development and testing.
- Provide public IP address of the Fusus application that will be used to access vMonitor API.
- Assist Versaterm as required as they perform the initial integration testing.
- Review the results from Versaterm’s initial integration testing.
- Perform integration testing as described in the Interface Testing section above and confirm that the interface works as required.

VERSATERM RESPONSIBILITIES

- Provide the Customer with the Versaterm vMonitor BSS REST API SDK.
- Add Public IP of Fusus application to the list of IP addresses allowed to access vMonitor API.

- Provide Client ID and secret used for vMonitor API authentication.
- Perform initial integration testing as described in the Interface Testing section above and review test results with the Customer.

ACCEPTANCE TEST PLAN

TABLE OF ONTENTS

1. PURPOSE	—
2. TESTING STRATEGY	—
3. TEST SCHEDULE	
4. TEST ENVIRONMENT	—
5. DEFECT MANAGEMENT	—
6.ROLES AND RESPONSIBILITIES	—

1. PURPOSE

The purpose of this Functional Acceptance Test Plan is to define the approach for conducting Functional Acceptance Testing of the Versaterm System.

Functional Acceptance Testing provides the Customer with the opportunity to verify that the configured System, including applicable interfaces, operates in accordance with the requirements of the Contract, the Statement of Work, and applicable system documentation. Functional Acceptance Testing also provides the Customer with the opportunity to verify that the System performs in accordance with the contract.

Functional Acceptance Testing is conducted following completion of the Configuration Phase and prior to End-User Training. It serves as the formal verification that the configured System is ready to proceed to the next phase of the implementation.

2. TESTING STRATEGY

Versaterm will prepare an initial Acceptance Test Plan identifying the functional test scenarios to be executed during Functional Acceptance Testing. The Acceptance Test Plan will be reviewed with the Customer and finalized based on Customer input. The Customer may supplement the Acceptance Test Plan with additional agency-specific test scenarios.

The Acceptance Test Plan will verify the functionality of the configured System, including applicable interfaces, approved software enhancements, and operational workflows. Test scenarios will be executed using representative operational data and business processes to confirm that the System operates in accordance with the requirements of the Contract, the Statement of Work, and applicable system documentation.

Functional Acceptance Testing is a collaborative process. The Customer will execute the agreed-upon test scenarios while Versaterm facilitates the testing process, investigates reported defects, implements confirmed corrections, and supports retesting as required.

Defects identified during Functional Acceptance Testing will be documented, corrected, and retested until the testing activities are complete.

3. TEST SCHEDULE

Functional Acceptance Testing will be conducted following completion of the Configuration Phase and prior to End-User Training, in accordance with the Project Implementation Schedule.

Functional Acceptance Testing is scheduled as a three (3) consecutive Business Day on-site activity. The Customer will ensure that designated testing personnel are available throughout the scheduled testing period.

Versaterm will facilitate execution of the Acceptance Test Plan, investigate reported defects, implement confirmed corrections where practical during the testing period, and support retesting of corrected items.

Should significant issues be identified that materially impact completion of Functional Acceptance Testing, Versaterm and the Customer will mutually determine any adjustments required to the Project Implementation Schedule.

4. TEST ENVIRONMENT

Functional Acceptance Testing will be conducted using the configured System in the production environment.

Prior to the start of Functional Acceptance Testing, the System shall be configured in accordance with the Statement of Work, including applicable interfaces. The Acceptance Test Plan shall be finalized, and the Customer shall provide representative operational data required to execute the test scenarios.

The Customer is responsible for ensuring that designated testing workstations, network connectivity, and other required equipment are available and operational throughout Functional Acceptance Testing.

5. DEFECT MANAGEMENT

Errors identified during Functional Acceptance Testing shall be documented by the Customer and reported to Versaterm. Each reported error should include sufficient information to allow Versaterm to reproduce and investigate the issue.

Versaterm will review each reported error to confirm the reported behavior, determine the cause, and assign the appropriate Error Level in accordance with the definitions below. Confirmed Application Software errors will be corrected by Versaterm in accordance with the Contract and Statement of Work. Errors resulting from Customer configuration, Customer data, third-party systems, or the Customer's operating environment will be reviewed jointly by Versaterm and the Customer to determine the appropriate corrective action.

Following implementation of a confirmed correction, the Customer will re-execute the applicable Acceptance Test Plan scenario to verify satisfactory resolution.

Errors identified during Functional Acceptance Testing will be classified using the following Error Levels:

Error Level 1 Critical errors that are defined as Loss of Data, Corruption of Data, or Loss of Productive Use of the Application.

Error Level 2 Non-critical errors defined by incomplete operation of a single system application where a procedural workaround is available, and productive use of the system is impacted.

Err r L 3 Cosmetic errors that are defined as configuration issues that can be corrected by Customer, data integrity issues that must be addressed by Customer, Help file documentation errors, or enhancements that can be made in the future to the presently released version.

Err r L 4 Minor issue relating to a specific component of the System that does not affect the productive use of the System or component. Examples include a field that is right-justified rather than left-justified or the usage of an inconsistent font.

6.ROLES AND RESPONSIBILITIES

VERSATERM RESPONSIBILITIES

Prepare the initial Acceptance Test Plan.

Review and finalize the Acceptance Test Plan with Customer input.

Facilitate execution of the Acceptance Test Plan during Functional Acceptance Testing.

Review and investigate reported errors.

Correct confirmed Application Software errors in accordance with the Contract and Statement of Work.

Support Customer retesting of corrected errors.

CUSTOMER RESPONSIBILITIES

Review and provide input to the Acceptance Test Plan.

Identify any additional agency-specific test scenarios, if desired.

Execute the Acceptance Test Plan.

Report errors identified during Functional Acceptance Testing.

Verify correction of reported errors by re-executing the applicable test scenarios.

Provide written notification upon completion of Functional Acceptance Testing.

TRAINING COURSE OUTLINES

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. Training Approach	
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. Mobile Administrator Training (M T A M)	
. Remote A and vMonitor Training (R A)	

1 TRAINING OVERVIEW

This document describes Versaterm's recommended training approach for the implementation of the Versaterm applications. The training program is designed to prepare Customer trainers, system administrators, and end users to confidently operate and support the System following production deployment.

Knowledge transfer begins throughout the implementation as designated Customer project team members participate in working sessions and the on-site implementation workshop. Through these activities, the Customer project team becomes familiar with the configured System, validates operational workflows, and develops the knowledge needed to support user training and ongoing system administration.

Building upon this foundation, Versaterm delivers instructor-led trainer training using the configured System and training environment. These sessions provide the Customer's designated trainers and administrators with the knowledge and practical experience needed to conduct end-user training and support the System following implementation.

Following trainer training, the Customer delivers end-user training using the configured training environment and training materials provided by Versaterm. Versaterm recommends delivering end-user training as close to the production deployment date as practical to maximize knowledge retention and ensure users are prepared to immediately operate the System upon go-live.

The course outlines contained in this document describe the standard training courses available. Course content, duration, and delivery may be tailored during the Project to reflect the Customer's configured solution, operational workflows, deployment scope, and training requirements.

1.1 TRAINING FACILITIES

The Customer is responsible for providing one or more training facilities that supports the delivery of trainer and end-user training. Each facility should be configured prior to the start of the training and provide access to the configured System.

During the scheduled training period, each training facility should remain dedicated to Versaterm training and should not be repurposed or reconfigured between training sessions.

Unless otherwise agreed, each training facility should provide:

- Up to twenty (20) dedicated workstations that meet the minimum System requirements.

- One additional workstation for the training instructor.

- Network connectivity between the workstations and the vCloud environment.

- A projector or display that is visible to all attendees and capable of displaying the contents of the instructor's workstation, including multiple monitors

- A whiteboard or equivalent presentation surface.

- A network printer, if required.

- Seating and workspace appropriate for the planned class size

Each training facility should meet the Customer's applicable security requirements, including any CJIS requirements, where applicable.

1.2 TRAINING APPROACH

Versaterm provides trainer training for each of the courses described in this document. Customer trainers may attend one or more courses based on their assigned training responsibilities, although agencies commonly designate a small group of trainers who attend the full curriculum to support end-user training across multiple user groups.

Following trainer training, the Customer, with guidance from Versaterm, develops the end-user training plan by identifying the affected user groups and determining which courses are required for each role. Depending on their job responsibilities, end users may attend one or more training courses.

The end-user training plan typically includes:

- Identify user groups – Identify the various user groups that will require training (for example, call-takers, dispatchers, supervisors, mobile users, and system administrators).

- Assign training courses – Determine the appropriate training courses for each user group based on their responsibilities.

- Develop the training schedule – Establish the training schedule, class sizes, facilities, instructors, and logistics to support production deployment.

Versaterm recommends delivering end-user training within five (5) weeks of the planned production deployment date. This just-in-time approach maximizes knowledge retention and allows users to immediately apply what they have learned when the System goes live.

2 TRAINING COURSES

This section describes the standard training courses available for the System. Each course includes the intended audience, recommended duration, delivery approach, and learning objectives.

During implementation, the Customer and Versaterm will determine which training courses are applicable based on the configured solution, user roles, and operational requirements. Depending on their responsibilities, users may attend one or more training courses.

Course content, duration, and delivery may be tailored during implementation to reflect the Customer's configured System, operational workflows, and training requirements.

2.1 CALL-TAKER/DISPATCHER TRAINING (DP)

Course Duration	2 days
Prerequisite	None
Intended Audience	Communication center call-takers, dispatchers, and supervisors responsible for receiving requests for service and dispatching the appropriate emergency response resources.
Course Approach	This training uses a standard set of training scenarios that are adapted to reflect the Customer's configured System and operational workflows. Where appropriate, sample data and representative business processes provided by the Customer may be incorporated into the training scenarios. The Customer will provide a training classroom with one workstation for each participant.
Course Objectives	The CAD call-taker/dispatch operators will: A. Know how to sign on and sign off units B. Know how to add, dispatch and clear calls C. Know how to add calls via E-911, alarm number D. Know how to maintain unit activity information (both case-related, and when not on a case) E. Know how to retrieve calls (by number, by date or from the active or dispatch queues) F. Know how to move calls between queues G. Know how to view history at a particular address H. Know how to retrieve hazard, alarm, itinerary and contact records on an address I. Know how to obtain a hardcopy (printout) of a call J. Know how to navigate the status screen K. Know how to navigate the mapviewer L. Know how to set and stop unit timers M. Know how to query against NCIC N. Know how to use the vMail facility O. Know how to use the Notepad facility to view lists P. Know how to use the on-line help facility Q. Know how to add calls retro-actively

2.2 MAP ADMINISTRATION & VGI (MAP)

Course Duration	Up to 1.5 days
Prerequisite	None
Intended Audience	Users responsible for maintaining maps within the System, including GIS personnel or other staff responsible for providing and maintaining street and mapping data.
Course Approach	This course is delivered remotely. Due to the technical nature of the material, instruction is primarily topic-based rather than scenario-based. Demonstrations are supplemented with hands-on exercises to reinforce key concepts. Participants should have basic computer skills and familiarity with Microsoft Windows. Maximum of 1 person per workstation.
Course Objectives	The students will: A. Create custom views (based on event location, specific X,Y coordinate, current viewing area, etc.) B. Create custom themes (based on map packages required for specific Police/Fire user groups) C. Set 'info bar' display properties D. Define and setup icons for the dynamic layers (queued calls, active calls) E. Setting display properties for the tracking layer (AVL) F. Learn to configure and use the VGI tool to produce street load files for the CAD

2.3 POLICE MOBILE (VMDT,VMOBILE) INSTRUCTOR TRAINING (MDT_P)

Course Duration	Up to 1 day
Prerequisite	None
Intended Audience	Users who will use the Police mobile application as part of their day-to-day responsibilities. Supervisors and administrators should also attend this course.
Course Approach	This training uses a standard set of training scenarios that are adapted to reflect the Customer's configured System and operational workflows. Where appropriate, sample data and representative business processes provided by the Customer may be incorporated into the training scenarios. The course includes demonstrations, hands-on exercises, and opportunities for repeated practice to reinforce key concepts and operational workflows. Maximum of 1 student per laptop computer
Course Objectives	The student will:

- | | |
|--|--|
| | <ul style="list-style-type: none">A. Know how to sign on and sign offB. Know how to receive a dispatchC. Know how to change statusD. Know how to perform an on-view (self initiated)E. Know how to perform NCIC queries for persons, vehicles and propertyF. Know how to query addressesG. Know how to query CAD for unit status and pending queueH. Know how to lock/unlock the vMDT and vMobileI. Know how to send messages to CAD and to other devicesJ. Know how to review logs |
|--|--|

2.4 FIRE MOBILE (VMDT,VMOBILE) INSTRUCTOR TRAINING (MDT_F)

Course Duration	Up to 1 day
Prerequisite	None
Intended Audience	Users who will use the Fire mobile application as part of their day-to-day responsibilities. Supervisors and administrators should also attend this course.
Course Approach	This training uses a standard set of training scenarios that are adapted to reflect the Customer's configured System and operational workflows. Where appropriate, sample data and representative business processes provided by the Customer may be incorporated into the training scenarios. The course includes demonstrations, hands-on exercises, and opportunities for repeated practice to reinforce key concepts and operational workflows. Maximum of 1 student per laptop computer
Course Objectives	The student will: A. Know how to sign on and sign off B. Know how to receive a dispatch C. Know how to change status D. Know how to query addresses E. Know how to query CAD for unit status and pending queue F. Know how to lock/unlock the vMDT and vMobile G. Know how to send messages to CAD and to other devices H. Know how to review logs

2.5 MOBILE ADMINISTRATOR TRAINING (MDT_ADMIN)

Course Duration	.5 day
Prerequisite	None
Intended Audience	Administrators responsible for configuring, supporting, and maintaining the mobile software, including troubleshooting mobile communications.
Course Approach	This course is delivered remotely. The course covers configuration, deployment and administration of the mobile solution. One installed MDT and vMobile is required.
Course Objectives	The students will: A. Know how to install/upgrade and configure software on the mobile devices B. Know how to adjust configuration parameters C. Know how to use the MDT designer to configure the layout of the MDT

2.6 REMOTE CAD AND VMONITOR TRAINING (RCAD)

Course Duration	.5 day
-----------------	--------

Prerequisite	None
Intended Audience	Users who use Remote CAD and vMonitor to monitor CAD calls and operational activity.
Course Approach	This training combines demonstrations with hands-on exercises to familiarize participants with the functions and features of the System. Participants will have the opportunity to practice key tasks throughout the course. Maximum of 1 student per workstation.
Course Objectives	The student will: A. Know how to view a unit status listing B. Know how to view a listing and details of active and pending incidents C. Know how to query activity logs D. Know how to maintain address related records

DOCUMENTATION

OVERVIEW

Versaterm provides documentation to support the implementation, administration, training, and ongoing use of the System. Documentation is intended to assist Customer administrators and end users with configuring, operating, and maintaining the System throughout its lifecycle.

Documentation is provided electronically and includes the guides applicable to the Customer's licensed solution and configured functionality. As the System is configured during implementation, Versaterm will identify the documentation relevant to the Customer's implementation and make it available to the Customer.

Documentation may include, as applicable:

- User guides
- Administrator guides
- Training guides
- Installation guides
- Release notes

Following implementation, updated base product documentation and release notes are provided with major product releases to reflect new functionality, enhancements, and significant product changes. If desired, the Customer will be responsible for tailoring the base documentation with any agency specific configurations.

CUSTOMER SUPPLIED HARDWARE AND THIRD PARTY SOFTWARE

1. CAD 7.6 CLIENT REQUIREMENTS (CALL TAKER / DISPATCHER / SUPERVISOR)

The below requirements assume no other applications are running on the desktops (e.g., Outlook, etc.),

Computer: An IBM-compatible computer running a minimum of the Windows 10 Anniversary Update (version 1803 or later) or Windows 11.

Video:

1024 x 768 resolution, 256 colors (High color 16-bit or higher recommended)

Higher resolution – CAD will adjust to higher resolutions but may appear small

Multiple monitors (two or more) per desktop are recommended

Graphics card with DirectX support

If running multiple monitors, a graphic card capable of driving multiple monitors is required

Software Required for CAD client install:

Microsoft .NET Framework 4.7.2

Visual Studio 2017 redistributable for 32 bits

Other Software:

HTML5 compatible web browser (e.g., Chrome, Firefox, Edge)

Adobe Reader

Windows Media Player for MapViewer animation (optional)

Operation System:

Windows 10 (32 or 64 bits) with the Windows 10 Anniversary Update (version 1607 or later) or Windows 11 (32 or 64 bits).

	CAD No Map	CAD + Map
Memory	4 GB minimum 6 GB recommended	6 GB minimum 8 GB recommended
CPU	2.5 Ghz minimum 2.5 Ghz+ recommended	2.5 Ghz minimum 2.5Ghz+ Dual CPU recommended
Hard Drive	5GB	50 GB or higher depending on size of Map Package.

Browsers: modern web browser (Versatarm has certified Chrome; Edge will also work, as should Safari Mobile)

Operating System: Windows / iOS / Android

Memory: 8GB recommended

Other Software: a PDF Viewer is also needed to preview PDFs

2. MDT 8.0

Computer: a laptop/mobile computer with full Windows Desktop Operating System (e.g. Panasonic Toughbook)

Peripherals: Mouse or pointing device, COMM port, USB ports. Touchscreen recommended

Video:

1440 x 900 or better recommended

Higher resolution – MDT will adjust

MDT can be configured for displaying on non-standard screen aspect ratios

Multi-touch display with gesture support is recommended

Accelerated graphics card

- 1GB recommended. 512MB minimum
-
- Shader Model 2.0 minimum
- Updated with latest drivers from manufacturer

Operating System:

Windows 10 (ver 2004 or later)

Windows 11 21H2 or later

Memory: 16GB recommended, 4GB minimum

CPU: i5 or i7 recommended, i3 or 2.2 GHz minimum

Hard Drive: 200GB recommended, 80GB minimum

Other Software:

WebView2 (Evergreen Standalone Installer, x64 version).

.NET 8 (x64).

Microsoft Visual C++ 2015-2022 Redistributable (x64).

Windows Media Player for audio.

GPS Protocols: TAIP and NMEA

Network Requirements: LTE, 3G and lower bandwidth wireless data networks

3. VMOBILE 2.0

Operating System: Android 8.0 or higher, iOS 16 or higher smartphone or tablet device

Additional requirements:

VPN software to allow secure communication between the devices and the VMC server. Communication between devices and the VMC is through WebSockets on port 7681 and HTTPS on port 1916.

Mobile Device Management software for deploying the application

Server certificates may need to be installed on the device in order to establish a secure connection with the VMC server (IOS has strict certificate requirements. For more information see <https://support.apple.com/en-ca/102028>).

vMobile uses the ESRI geocoding service to prefill locations of onview calls and traffic stops to the closest address. Agencies should note that using this prefill feature will consume credit with ESRI - agencies may want to contact ESRI for pricing information. To implement this feature, note the following:

- Refer to <https://developers.arcgis.com/rest/geocode/> for ESRI documentation for the ArcGIS geocoding service that vMobile uses.
- Refer to <https://developers.arcgis.com/rest/geocode/reverse-geocode/> for more information about the request vMobile uses to access the service (vMobile uses stored geocoding).

R

This Exhibit contains the form to be used to track Change Orders made to the Agreement as agreed to by the Customer and Versaterm. It is understood by both parties that documenting changes in project status reports including, but not limited to, changes in schedule and staffing, as agreed to by both parties, do not require a Contract Change Log. Any change that has a financial impact must be documented using the form within this Exhibit.

Change Order Form

The following Change Order form is to be used when adding a new entries to the Change Control Log.

Change Order Identification			
Change Order Name		Change Order ID #	
Date Submitted		Priority/Impact (Low/Moderate/High/Critical)	
Description of Change			
Impact Assessment - List the project areas that will be affected by the change as well as the impacts on the schedule and budget.			
Areas Affected	Schedule Impact	Budget Impact	
Acceptance			
Customer Approved By			
Name	Title		
Date	Signature		
VERSATERM Approved By			
Name	Title		
Date	Signature		

Service Schedule Attachments
RMS Exhibits B.1 to B.9

STATEMENT OF WORK

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1 OVERVIEW

This document is the Statement of Work defining the principal tasks, activities and responsibilities of the Customer and Versaterm for the implementation of the Versaterm System.

This Project is a collaboration between the Customer and Versaterm and is contingent upon both entities fulfilling their respective responsibilities as defined in the Contract and this Statement of Work.

1.1 PROJECT SUMMARY, OBJECTIVES, AND COMPLETION CRITERIA

This objective of this Project is to implement the Versaterm System for the Customer in accordance with the Contract and this Statement of Work. The Project includes the activities necessary to configure, implement, test, train, and place the System into production.

Each task identified in this Statement of Work includes completion criteria. Upon determining that the completion criteria for a task have been satisfied, the Versaterm Project Manager will provide written notification (via email) to the Customer Project Manager. The Customer will review the completed task and provide written acceptance, where applicable for project tracking and any associated contractual milestone payments.

The Parties acknowledge that successful completion of the Project is dependent upon each Party fulfilling its respective responsibilities and completing assigned activities in a timely manner, as described in the Contract and this Statement of Work.

2 ROLES AND RESPONSIBILITIES

2.1 PROJECT MANAGEMENT OVERVIEW

The Customer and Versaterm shall each appoint a Project Manager for the Project with the authority, knowledge and availability to make decisions and fulfill the responsibilities assigned in this Statement of Work and the Project Implementation Schedule. The Project Managers will serve as the primary points of contact between the Parties throughout the Project.

The Customer and Versaterm Project Managers are jointly responsible for providing overall project leadership, coordinating their respective Project Teams, maintaining effective communication, monitoring project progress, and working collaboratively to achieve the Project Objectives. Each Project Manager will have access to the personnel, information, and resources necessary to fulfill their responsibilities and facilitate timely administrative and technical decisions throughout the Project.

2.2 PROJECT MANAGEMENT TOOLS

The following project management artifacts will be maintained on Versaterm's SharePoint site:

- Schedule (will be in Excel spreadsheet format)
- Issues List
- Task List/Action Items
- Change/Decision log

The Customer and Versaterm Project Teams will be provided access to the agreed project collaboration site and the project management artifacts necessary to support the implementation.

If, for whatever reason, the SharePoint site becomes less than effective method for sharing this information (mutually agreed upon by Customer and Versaterm), an alternative may be created/provided.

2.3 VERSATERM PROJECT MANAGER

The Versaterm Project Manager is responsible for the overall coordination and management of the Project on behalf of Versaterm. Throughout the Project, the Versaterm Project Manager will work collaboratively with the Customer's Project Manager to coordinate implementation activities, monitor project progress, facilitate communication, resolve issues, and support the successful delivery of the Project.

The Versaterm Project Manager is responsible for, but not limited to, the following:

2.3.1 PLANNING AND EXECUTION

- Maintain the Project Implementation Schedule
- Coordinate Versaterm implementation activities to support successful execution of the Project Implementation Schedule.
- Monitor the completion of the Versaterm project tasks and work collaboratively with the Customer to resolve issues or dependencies that may impact the Project.
- Coordinate implementation activities related to the deployment of the Versaterm System.

2.3.2 COMMUNICATIONS

- Prepare and distribute regular status reports summarizing project progress, accomplishments, open issues, risks, action items and upcoming activities.
- Maintain regular communication with Customer's Project Manager, providing responses to project-related inquiries within five (5) Business Days.
- Conduct or participate in weekly project status meetings to review project progress, action items, open issues, and risks, and upcoming activities. Calls may be waived by mutual agreement.
- Prepare and distribute meeting minutes within 48 hours following each project meeting.
- Work collaboratively with the Customer to resolve project issues, mitigate identified risks, and maintain project momentum.
- Facilitate communication between Customer personnel and Versaterm resources, as required.

2.3.3 RESOURCE MANAGEMENT

- Manage and coordinate Versaterm resources throughout the Project
- Coordinate implementation activities with the Customer Project Manager

2.3.4 IMPLEMENTATION WORKSHOP AND WORKING SESSIONS

- Coordinate Versaterm resources and project activities to support the workshop and working Sessions
- Monitor action items and project decisions resulting from the workshop and working sessions.

2.3.5 TRAINING

- Coordinate Versaterm resources to support Trainer Training and End-User Training activities
- Monitor training activities and work collaboratively with the Customer to resolve issues that may impact training delivery

2.3.6 TESTING

- Coordinate Versaterm resources to support Functional Acceptance Testing activities.
- Monitor testing progress and work collaboratively with the Customer to resolve issues.
- Coordinate with the Customer and third-party stakeholders, as required, to support issue resolution during testing.

2.3.7 ROLLOUT

- Coordinate Versaterm resources during Production Cutover
- Monitor post-cutover activities and work collaboratively with the Customer to resolve implementation issues during the stabilization period.

2.3.8 OTHER

- Prepare Change Order in accordance with the Contract, as required
- Coordinate project invoicing activities

2.4 CUSTOMER PROJECT MANAGER

The Customer's Project Manager is responsible for the overall coordination and management of the Project on behalf of the Customer. Throughout the Project, the Customer Project Manager will work collaboratively with the Versaterm Project Manager to coordinate implementation activities, monitor project progress, facilitate communications, resolve issues, and support the successful delivery of the Project.

The Customer Project Manager is responsible for, but not limited to, the following:

- Maintaining regular communication with the Versaterm Project Manager and participate in scheduled project meetings.
- Manage and coordinate Customer Project Team resources throughout the Project.
- Coordinate Customer activities in accordance with the Project Implementation Schedule.
- Ensure timely completion of Customer action items, project decisions, approvals, and deliverables.
- Coordinate the review and approval and execution of Change Orders, Contract Amendments, and other Project approvals, as required.
- Work collaboratively with Versaterm to resolve project issues, mitigate risks, and maintain project momentum.

2.5 ROLES AND RESPONSIBILITIES DURING THE PROJECT

This section describes the roles and responsibilities of key Project resources throughout the duration of the Project.

2.5.1 VERSATERM RESPONSIBILITIES

Versaterm's overall responsibility is to establish a designated Project Team for the duration of this project that have the expertise to carry out the assigned Project tasks and responsibilities. The team will use its expertise to guide the Customer through the implementation. Versaterm is also responsible for ensuring that the team members have ample time and resources to fulfill their responsibilities according to the Project Implementation Schedule.

When appropriate, Versaterm will connect to Customer infrastructure, workstation(s), and/or MDT(s) via VPN access. (The Customer will provide VPN for Versaterm at no cost.)

2.5.2 VERSATERM PROJECT TEAM

The Versaterm Project Team will consist of a Project Manager, Implementation Specialists, and a Technical Lead.

The **Versaterm Implementation Specialist** is responsible for delivering the remote Working Sessions and in-person Implementation Workshop to the Customer Project Team, assisting the Customer in configuring the System.

The **Versaterm Technical Lead** is responsible for delivering the technical aspects of the project and providing technical support to the project.

2.5.3 CUSTOMER RESPONSIBILITIES

The Customer's overall responsibility is to establish a designated Project Team for the duration of this project. Project Team members should have the authority, knowledge, and availability to fulfill the responsibilities assigned to them in this Statement of Work. The Customer is responsible for ensuring that appropriate personnel are available throughout the Project to support implementation activities, provide timely decisions, complete assigned action items, and participate in scheduled project activities.

The Customer is responsible for providing workstations, network connectivity to support the Project Team throughout the Configuration phase. Customer-provided workstations must meet the minimum specifications identified in Exhibit B.7 Customer Supplied Hardware and Third-Party Software. The Customer will provide Versaterm with VPN connectivity and remote desktop access to designated Customer workstations, as required, to support troubleshooting activities related to Customer-supplied workstations. When appropriate, Versaterm will connect to Customer infrastructure, workstation(s), and/or MDT(s) via a VPN connection using a client provided by Customer.

2.5.4 CUSTOMER PROJECT TEAM

The Customer will establish a Project Team consisting of personnel with the knowledge, authority, and availability necessary to support the implementation. The Project Team should include representatives for operational, technical, administrative, infrastructure, and project management functions, as appropriate for the scope of the implementation.

The Project Team may include, but is not limited to:

- Project Manager
- Technical Lead
- System Administrator

- Application Administrator
- GIS Specialist
- Infrastructure / Network Specialist
- Operational Representative(s)
- Reporting / Analytics Representative
- Training Coordinator
- Other subject matter experts, as required

Versaterm will work with the Customer during Project Initiation to identify the appropriate Project Team roles and subject matter experts required to support the implementations.

2.6 PROJECT SCHEDULE

The Project Implementation Schedule will be maintained by Versaterm's Project Manager and updated as necessary over the course of the Project. All changes to the schedule will be mutually agreed upon and, if required, documented via the mutually agreed upon Change Order Process.

2.7 CHANGE ORDERS

When a significant change to the Project occurs – as defined by the Customer and Versaterm Project Managers, a Change Order will be logged in Exhibit B.8 – Change Control Log. The Versaterm Project Manager will be responsible for updating the Project Schedule as needed to reflect the change, as agreed upon with the Customer Project Manager.

3 SOFTWARE DELIVERABLES

This section describes the Project's software deliverables to be provided by Versaterm. Detail information regarding some deliverables may be found elsewhere [Interface Control Document (Exhibit B.3)].

3.1 SOFTWARE

- Exhibit B Service Schedule

3.2 INTERFACES

- See Exhibit B.3 - Interface Control Document

3.3 REDUNDANCY AND BACKUP DELIVERABLES

The Versaterm cloud solution utilizes multiple backend application instances in an active-active configuration, load balanced across Amazon Web Services (AWS) Availability Zones (AZs). Availability Zones are physically separate datacenters connected by low latency network links and independent infrastructure. This architecture provides high availability and fault tolerance, ensuring that an outage of a single node or availability zone (datacenter), will not cause an extended outage to the end user (users will be automatically re-directed to the surviving datacenter/nodes where

they may have to re-authenticate/login to the application). While the Versaterm vCloud architecture provides resiliency across datacenters/AZs, it does not protect against an outage of the entire AWS GovCloud Region.

System users connect to the application through a highly available AWS load balancer, which authenticates users against the Customer's identity provider before directing them to an available application instance within one of the AWS availability zones (datacenters). Versaterm is responsible for configuring and integrating the Versaterm solution, including the AWS load balancer, and supporting industry standard Security Assertion Markup Language (SAML) authentication to ADFS. The Customer is responsible for configuring and managing multi-factor authentication required for the client and mobile workstations.

Application components and data files are deployed across multiple AZs to provide resiliency. Multiple copies of the files and database are maintained across the environment. This architecture is designed to provide 99.99% availability and 99.999999999% (11 nines) durability for data stored in and backed up to AWS S3.

All System data, including databases, data files, and backups, is encrypted both at rest and in transit. Versaterm maintains a backup strategy that includes daily and monthly snapshot backups to support recovery in the event of an unexpected failure. A rotation of daily and monthly snapshot backups is stored in AWS's S3 file storage system, which is encrypted and highly resilient (a minimum of 3 copies of the data is kept).

4 STATEMENT OF WORK TASKS

This section describes the Project's major implementation tasks, including the responsibilities of the Customer and Versaterm, task prerequisites, Versaterm deliverables, and task completion criteria.

Task sequencing, planned start dates, durations, dependencies, and assigned resources are maintained in Exhibit B.2 Project Implementation Schedule.

4.1 PLANNING PHASE

TASK #1 PROJECT INITIATION

The Project officially begins on the Effective Date of the Contract. As part of this task, the Customer and Versaterm Project Managers will conduct one or more remote meetings to initiate the Project. During the meeting(s), the Project Managers will review and confirm the Project Implementation Schedule, establish the project management artifacts, confirm the Communication Plan, and verify implementation readiness.

VERSATERM RESPONSIBILITIES

- Schedule and facilitate the meeting(s) with the Customer.
- Establish the project management artifacts, including the Action Item Log, Issues List, Change/Decision log, Risk Register, and Change Management Log.
- Review and confirm the Project Implementation Schedule with the Customer.
- Collaborate with the Customer to establish and confirm the Communication Plan.

CUSTOMER RESPONSIBILITIES

- Participate in the meeting(s).

- Collaborate with Versaterm to establish and maintain the project management artifacts.
- Collaborate with Versaterm to establish and confirm the Communication Plan.

PREREQUISITES

- Contract Execution.

VERSATERM DELIVERABLES

- Initial project management artifacts.

TASK COMPLETION CRITERIA

- The meeting(s) have been completed.
- The project management artifacts have been established.
- The Customer and Versaterm have confirmed the Communication Plan.
- The Project Implementation Schedule has been reviewed and confirmed.

TASK #2 PROJECT KICKOFF

Versaterm and the Customer will conduct a remote Project Kickoff meeting to introduce the Project to Customer's Project Team and key stakeholders. The Project Kickoff establishes a shared understanding of the Project objectives, implementation approach, roles and responsibilities, project schedule, communication process. It also confirms Customer participation expectations and prepares the Project Team for the implementation activities that follow.

The Project Kickoff presentation will include, at a minimum, the following topics:

- Project objectives and scope
- Contract overview
- Customer Project Team introduction, roles, and responsibilities
- Versaterm Project Team introduction and roles
- Project Implementation Schedule
- Project governance, including communication, risk, issues, action items, and change management
- Next steps and immediate implementation activities

VERSATERM RESPONSIBILITIES

- Prepare and deliver the Project Kickoff presentation.
- Present the implementation approach, project implementation schedule, and key project expectations.
- Participate in the Project Kickoff meeting and address Customer questions.

CUSTOMER RESPONSIBILITIES

- Invite appropriate Project Team members and key stakeholders to participate in the Project Kickoff meeting.
- Confirm the Project Team's understanding of the implementation approach, project schedule, roles and responsibilities and Customer participation expectations.

PREREQUISITES

- Project Implementation Schedule has been finalized.

TASK COMPLETION CRITERIA

- Project Kickoff Meeting concluded.

TASK #3 IMPLEMENTATION PREPARATION

The purpose of this task is to initiate implementation activities that require Customer, third-party, or internal coordination and may require extended lead times. By identifying, requesting, and initiating these activities early in the Project, the Parties can reduce implementation delays and support the timely completion of subsequent project tasks.

VERSATERM RESPONSIBILITIES

- Coordinate the Implementation preparation activities with the Customer Project Manager.
- Identify implementation prerequisites requiring Customer or third-party participation.
- Identify required third-party Non-Disclosure Agreements (NDAs) and provide the applicable NDA(s) for execution by the third-party vendor.
- Provide GIS data specifications, including the required shapefiles, map packages, file formats, and supporting documentation.
- Request available interface documentation and technical specifications from third-party vendors.
- Provide technical prerequisites required to support the implementation, including network connectivity, authentication, workstation, and security requirements, as applicable.
- Identify Customer configuration data that can be prepared in advance to support initial system configuration and pre-loading, such as unit identifiers, personnel information, and other configuration data.

CUSTOMER RESPONSIBILITIES

- Assign resources to support implementation activities.
- Provide third-party vendor contact information and facilitate execution of the required NDAs with the applicable third-party vendors.
- Initiate internal activities requiring participation by Customer departments or third-party vendors that may impact the Project Schedule.
- Provide remote VPN access capability to two (2) implementation Windows based computer images running on the Customer network – provisioned exclusively for Versaterm implementation support.
- Provide GIS shapefiles and map packages as required to create the Master Street Index file and initial map configuration.
- Provide available interface documentation and coordinate third-party participation, where applicable.
- Provide available configuration information and supporting documentation required for implementation.
- Identify the anticipated training facilities and implementation workspace to support future project activities.
- Provide available configuration data identified by Versaterm to support initial system configuration and pre-loading, such as unit identifiers, personnel information, and other requested configuration data.

- Confirm completion of required background checks for Versaterm project team members.

PREREQUISITES

- Project Initiation completed.

VERSATERM DELIVERABLES

- Implementation preparation action list.
- List of outstanding preparation items, if applicable.

TASK COMPLETION CRITERIA

- Implementation prerequisites have been identified.
- Customer and third-party contacts have been identified.
- Required NDAs have been initiated, where applicable.
- Requests for interface documentation and technical information have been submitted.
- Requested GIS data and supporting documentation have been received or are in progress.
- Outstanding implementation preparation items have been documented.
- Available configuration data for pre-loading has been received and outstanding items have been documented.

4.2 CONFIGURATION PHASE

The purpose of the Configuration Phase is to configure the System for the Customer's operational requirements.

During this phase, Versaterm will complete the technical configuration of the System, develop and configure interfaces, and conduct the Implementation Workshop and Working Sessions to review system functionality, validate configuration, and support implementation activities.

The Implementation Workshop will be delivered in person. Additional Working Sessions will be conducted remotely, as required, to review implementation topics, validate system configuration, and support the implementation.

The Customer will provide a suitable classroom or meeting facility for the Implementation Workshop, including a projector, instructor workstation, and participant workstations, as identified in the Project Schedule.

TASK #4 ESTABLISH COMMUNICATION TO AWS

This task is to establish connectivity between Customer and the Product installed in the Versaterm VPC (Virtual Private Cloud) in the AWS GovCloud (US) Region.

Two (2) separate VPCs are utilized. The "NonProd" account contains one VPC housing the Test environment, and a second account is used for Production that houses the Production and Training environments.

A secure redundant connection (tunnel) shall be established between Customer and the Versaterm VPC in the AWS GovCloud (US). All customer access to the Product will be done through the secure connection. A Customer's user must first authenticate and connect to the local Customer's network before gaining access to the Product. This

applies to all users, including any remote or external users. Users will not be able to access the Product without coming through the established secure tunnel between Customer and the Versaterm VPC.

All exchanges between the Product applications in the AWS GovCloud (US) and any onsite servers or services (interface servers, FTP servers, etc.) will communicate through the secure connection (tunnel) established between Customer and Versaterm VPC in AWS. There is an exception to this communication protocol, currently the Product allows SFTP file transfer interfaces to reach vCloud via an internet facing SFTP service that is locked down to whitelisted public IP sources.

Customer can connect to AWS via either a secure Customer Gateway IPSec VPN tunnel (routable through the Internet), or a Direct Connect connection to AWS. Versaterm recommends a VPN over an AWS Direct Connect for the best user experience and reliability. Costs and requirements will differ for each.

VERSATERM RESPONSIBILITIES

- Work with Customer to review and finalize connectivity to AWS, including reviewing Customer's connectivity requirements, security and privacy requirements, data transfer and network bandwidth requirements, and level of service required (redundancy requirements).
- Work with Customer to confirm how Customer will connect to AWS (Customer Gateway IPSec VPN tunnel (routable through the Internet), or Direct Connect connection to AWS, or combination of both).
- Provide a list of network ports and services that need to be enabled (opened) between Customer's local network and AWS (both ways) required by Versaterm application and interfaces.
- Versaterm will provide a list of supported IPSec VPN hardware to Customer (for the local customer VPN hardware) to confirm compatibility with AWS.
- Versaterm will create a Customer Gateway (VPN) Configuration File (for the specific customer VPN hardware) for the Customer to load on their VPN Gateway. The Configuration File includes configuration/connectivity details to connect to the Versaterm VPC in AWS GovCloud (US).
- Enable Customer access to the Versaterm VPC(s) in the AWS GovCloud (US) Region.
- Define routing rules for Customer provided IP ranges, on the Versaterm core AWS VPN tunnel, for access to any Customer on premise servers/services that the Product will need access to (for interfaces, etc.).
- Provide a Private IP range that all traffic between Customer and vCloud will be NATed to.
- Test connectivity with Customer.

CUSTOMER RESPONSIBILITIES

- Provide a local network specialist that can work with Customer and Versaterm to establish required network connectivity.
- Review network bandwidth requirements with Versaterm to determine how Customer will connect to AWS (Customer Gateway IPSec VPN tunnel, or Direct Connect connection to AWS).
- Identify onsite servers/services/interfaces the System to connect to.
- Provide connectivity to AWS,
 - provide a secure connection for access to the AWS GovCloud (US) Region; the connection must be capable of supporting the Customer's bandwidth requirements identified above.
 - to minimize service interruptions, separate, redundant connections are required; dedicated circuits are preferred.
 - if Direct Connect connection(s) to AWS is to be supported (as determined by local bandwidth and other requirements), work with Customer's local telco provider, AWS, AWS Direct Connect Partner,

and Versaterm to finalize detailed requirements and establish required Direct Connection(s) to the Versaterm VPC(s) in the AWS GovCloud Region

- Provide Customer Gateway VPN(s), (for clarity, a Customer Gateway is a physical device or software application on Customer's side of the VPN connection)
 - provide Customer Gateway VPNs capable of meeting the Customer connectivity and bandwidth requirements; Customer Gateway VPNs compatible with the AWS supported platform (as provided by Versaterm) are required; redundant Gateways/VPNs are also required to minimize service interruption.
 - IPSec Customer Gateway VPNs must support and be certified for FIPS 140-2.
 - provide Customer Gateway VPN hardware (e.g. Cisco), platform (e.g. ISR Series Routers), and software version (IOS 12.4) to Versaterm.
 - provide internet-routable IP address for the Customer Gateway VPN(s)' external interface which Versaterm will use when creating the Customer Gateway (VPN) Configuration File (value must be static; the Customer Gateway may reside behind a device performing network address translations (NAT)).
 - provide the Customer BGP ASN (Border Gateway Protocol, Autonomous System Number) to use, to Versaterm, if any, which Versaterm will use when creating the Customer Gateway (VPN) Configuration File; otherwise, Versaterm will configure a default value of 65000 for the Customer Gateway BGP ASN.
 - identify IP range (IP subnet pre-fixes) for any of Customer's onsite servers that the System will need access to (for interfaces, etc.).
 - enable NATing of data between the internal Customer network and vCloud as well as provide some static NATed IPs for servers and interfaces that Versaterm vCloud needs to communicate with.
 - load the Customer VPN Gateway Configuration File provided by Versaterm, on Customer's Gateway VPN device(s).
- Provide a method of local auditing of connections on a per user basis.
- Work with Versaterm to resolve any IP subnet overlap issues, and other as required.
- Test connectivity with Versaterm (for the Customer, remote/external users, and Remote Partner Agencies).
- Provide 7x24 technical network support to the Customer.

PREREQUISITES

- Task #1 Project Start

DELIVERABLES

- List of IPSec VPN Customer Gateway hardware supported by AWS.
- Customer Gateway (VPN) Configuration File (for the specific Customer Gateway hardware) for Customer to load on their VPN Gateway.
- Enable Customer access to the Versaterm VPC in the AWS GovCloud (US) Region.

TASK COMPLETION CRITERIA

The task will be complete when

- Customer connectivity is installed, configured, and
- Customer is able to connect to the Versaterm VPC in the AWS GovCloud (US) Region.

TASK #5 CONDUCT SCOPING SESSIONS

The purpose of scoping sessions is for Versaterm to review the Customer's operational, technical, and interface requirements in order to complete the initial configuration of the implementation system. Scoping Sessions will be conducted remotely.

VERSATERM RESPONSIBILITIES

- Coordinate and schedule the scoping sessions with the Customer's Project Manager.
- Provide an agenda with objectives and topics to review prior to the scoping session.
- Lead discussions with the customer to understand current business processes.
- Review the Customer's operational requirements and document the information required to configure the System.
- Identify any Customer-specific configuration requirements requiring additional review.
- Review interface requirements, dependencies, and implementation responsibilities.
- Document project assumptions, action items, and implementation decisions.

CUSTOMER RESPONSIBILITIES

- Coordinate the scheduling of the Scoping Sessions with the Versaterm Project Manager.
- Assign the appropriate project and subject matter resources to participate in the Scoping Session.
- Ensure that designated Scoping Session participants attend the scheduled sessions.
- Participate in the review of operational, technical, and interface requirements identified in the agenda.

PREREQUISITES

- Project Kickoff Meeting concluded.

VERSATERM DELIVERABLES

- Scoping Session agenda
- Scoping Session facilitation

TASK COMPLETION CRITERIA

- Scoping Sessions completed.
- Information required to complete the initial configuration of the System has been documented.
- Interface requirements and responsibilities have been reviewed
- Project assumptions, action items, and implementation decisions have been documented.

TASK #6 CONFIGURE VCLLOUD SERVERS

Versaterm will provision the AWS Cloud environment. The environment consists of two tiers:

- Production ("prod") – Contains the Training and Production systems.
- Non-Production ("non-prod") – Contains the Test system.

As part of this task, Versaterm will provision the Test, Training and Production systems.

VERSATERM RESPONSIBILITIES

- Provide the AWS Cloud computing system containing the System Test, Training and Production systems.
- Assist the Customer with AWS networking configurations and ensuring access to the AWS Cloud non-prod and prod environments.
- Provide details on required ports that must be opened or configured.

CUSTOMER RESPONSIBILITIES

- Configure networking for access from the Customer network to the AWS Cloud non-prod and prod environments.

PREREQUISITES

- Project Kickoff Meeting concluded.

VERSATERM DELIVERABLES

- Configure implementation system (Test, Training and Production systems) in the AWS Cloud.

TASK COMPLETION CRITERIA

- The Test, Training and Production systems have been installed and configured in the AWS Cloud.
- The Customer has established network connectivity to the AWS Cloud non-prod and prod environments.

TASK #7 PREPARE TRAINING CLASSROOM

This task covers preparation of the training classroom facility, including workstations, equipment, and network access, in advance of the Implementation Sessions.

VERSATERM RESPONSIBILITIES

- Provide guidance during classroom facility setup

CUSTOMER RESPONSIBILITIES

- Provide a suitable classroom facility, workstations and equipment that meet minimum specifications as set out in Exhibit A.7 Customer Supplied Hardware and Third-Party Software and confirm networking access to the AWS Cloud non-prod and prod environments.

PREREQUISITES

- Project Kickoff Meeting concluded.

VERSATERM DELIVERABLES

- Guidance during classroom facility setup

TASK COMPLETION CRITERIA

- The Customer has setup the training classroom.

TASK #8 CONFIGURE IMPLEMENTATION SYSTEM

Versaterm will configure the Application Software. The Customer will install the Versaterm client software on the designated Implementation Team workstations.

Implementation activities will be performed in the AWS Production environment, which serves as the primary environment for system configuration, interface implementation, testing and training. Upon approval of the system configuration, the approved configuration will be applied to the Test and Training environments. Interfaces will be deployed to the Test and Training environments, as required, prior to Production Cutover.

VERSATERM RESPONSIBILITIES

- Configure the Versaterm server Application Software installed in the AWS Cloud.
- Apply System Configurations based on Customer's workflows and processes discovered during Scoping Sessions.
- Load the street files, if available.
- Provide the Customer with the Versaterm client software for installation on the classroom workstations and the implementation team's workstations.

CUSTOMER RESPONSIBILITIES

- Assist Versaterm as needed.
- Create user accounts required by the Customer's Implementation Team to access the Versaterm application suites.
- Install and configure client Application Software on designated workspace and implementation team workstations.
- Provide remote VPN access capability to two (2) implementation Windows based computer images running on the Customer network – provisioned exclusively for Versaterm implementation support.

PREREQUISITES

- Configure vCloud servers concluded.

VERSATERM DELIVERABLES

- Versaterm-provided documentation on how to install and configure the client modules on Customer workstations and mobile devices.

TASK COMPLETION CRITERIA

- The Application Software is configured in the AWS Cloud; and
- The client software installed on the workspace and Implementation Team's workstations and is fully functional.
- VPN access has been provided to Versaterm by the Customer.

TASK #9 CONDUCT IMPLEMENTATION WORKSHOP AND WORKING SESSIONS

Following completion of the Scoping Sessions, Versaterm will configure the System through a combination of remote Working Sessions and a single on-site Implementation Workshop conducted at a Customer-provided classroom facility. Selected configuration activities will be completed by the Customer with guidance from Versaterm to promote familiarity with the System and support future administration.

During the remote Working Sessions, Versaterm will review configured functionality, validate system configuration with the Customer, make configuration adjustments as required, and guide the Customer through selected configuration activities. The Working Sessions will also familiarize the Customer Project Team with the System and prepare them to participate in testing and future system administration.

Following each Working Session, Versaterm will provide action items and exercises for the Customer Project Team to complete prior to the next Working Session.

The purpose of the on-site Implementation Workshop is to validate the configured System in a model office environment, confirm operational workflows, and identify any remaining configuration refinements. The workshop will also confirm readiness for Functional Acceptance Testing, review the training approach, and confirm the target production deployment schedule.

VERSATERM RESPONSIBILITIES

- Coordinate and schedule the remote Working Sessions and in-person Implementation Workshop with the Customer's Project Managers.
- Provide an agenda with objectives and business processes to review prior to the scheduled sessions and workshop.
- Provide the Documentation and any required materials (User and Configuration guides) prior to the scheduled Working Session or Implementation Workshop.
- Conduct in-depth demonstrations of the Application Software, identifying functionality and features supported.
- Provide hands-on exercises for the Project Team members to get familiar with the Systems.
- Adjust system configurations based on Customer feedback.
- Review project plan and status of upcoming implementation tasks, and document assignments made, target completion dates, and any issues yet to be resolved.
- Review approach and objectives of the next project phase (Testing) with the Project Team and Project Managers
- Review target go-live date, training schedule, and materials required to prepare training courses.

CUSTOMER RESPONSIBILITIES

- Coordinate the scheduling of the remote Working Sessions and in-person implementation Workshop with the Versaterm Project Manager.
- Identify and schedule the Working Session and Implementation Workshop attendees.
- Provide the required Documentation and materials (User and Configuration guides) for Working Session and Implementation Workshop participants.

- Ensure that designated Working Session and Implementation Workshop participants participate in the scheduled workshop.
- Participate in discussions of the Customer's existing business processes identified in the workshop agenda.
- Identify known/potential workflow, process, job, and/or report changes and assign an owner and rollout plan for each.

PREREQUISITES

- Scoping Sessions have been completed.
- Implementation environment has been set up.
- Application Software has been delivered and installed.

VERSATERM DELIVERABLES

- Working Session and Implementation Workshop material (User and Configuration guides).
- Delivery of Working Sessions and Implementation Workshop.

TASK COMPLETION CRITERIA

- Working Sessions and Implementation Workshop completed.
- The System is configured and the customer team has received sufficient training to navigate and begin the System Testing.

TASK #10 DATA CONVERSION

Versaterm and the Customer will collaborate to prepare, validate, and execute the data conversion activities described in the Data Conversion Plan (Exhibit B.9). The Customer is responsible for extracting and preparing the legacy data in accordance with the Versaterm data conversion specifications, while Versaterm is responsible for executing the conversion loads and supporting the validation process.

VERSATERM RESPONSIBILITIES

- Facilitate data source review and field mapping sessions.
- Provide data conversion file specifications and technical guidance to support the Customer's data extraction and transformation activities.
- Develop or modify existing data conversion modules and load APIs, if required to fulfill Versaterm's obligations.
- Execute pre-production data conversion loads in accordance with the Data Conversion Plan.
- Provide conversion reports and assist the Customer in validating converted data and resolving data quality issues.
- Execute the final production data conversion prior to System Go-Live.

CUSTOMER RESPONSIBILITIES

- Complete the activities identified in the Data Conversion Plan for which the Customer is responsible.

- Extract and transform legacy data into the formats defined by the Versaterm data conversion specifications.
- Review and validate the results of each conversion load and resolve data quality or mapping issues identified during testing.
- Provide final production extract files for the production data conversion prior to System Go-Live.
- Identify, extract, set up, convert, and load standalone databases, if required, for data sources that will not be converted into the System.

PREREQUISITES

- Conduct Project Kick Off.

VERSATERM DELIVERABLES

- Data conversion file layout specifications.
- Data conversion load routines and processes.
- Field mapping sessions.
- Final production data conversion.

TASK COMPLETION CRITERIA

- The Customer has validated the converted data and confirmed that it is acceptable for production use.
- Versaterm has completed the final production data conversion in accordance with the Data Conversion Plan.

TASK #11 VERSATERM GIS INTERFACE INSTALLATION AND TRAINING

The System utilizes the Customer-provided geographic information system (GIS) data. The Customer is responsible for providing and maintaining the GIS data used by the System. The ESRI Geofile Interface Control Document in Exhibit B.3 defines the requirements.

The Versaterm GIS Interface (VGI) extracts the required information from the Customer-provided ESRI shapefiles or map services to create the GIS data used by the System. The successful deployment of the System depends on the Customer providing complete and accurate GIS data in the required format.

As part of this task, Versaterm will train designated members of the Customer's Implementation team on the System's GIS structure, GIS data requirements, and the use of the VGI tool to generate and maintain the GIS data required by the System. Training will include instruction on configuring and operating the VGI tool to extract geo-related information, including street names, address ranges, intersections, addresses, landmarks, and common place names for loading into the System's master street index.

Throughout the Project, Versaterm will provide guidance as required to the Customer in obtaining, preparing, processing, loading, validating, and maintaining the required GIS data for use by the System, including assistance with resolving issues related to the Customer-provided GIS data.

VERSATERM RESPONSIBILITIES

- Coordinate and schedule the VGI Training Session with the Customer's Project Manager.

- Provide VGI Training Session prerequisites and requirements to the Customer.
- Provide VGI training materials in electronic format prior to the scheduled Training Sessions.
- Provide the Customer with the VGI URL and access credentials.
- Deliver the remote VGI Training Session, including an overview of the System's GIS structure, a review of the GIS data requirements, and instruction on configuring and operating the VGI tool.
- Provide guidance and assistance to the Customer in obtaining, preparing, processing, validating, and loading the GIS data into the System.
- Assist the Customer in resolving VGI processing issues related to the Customer-provided GIS data.

CUSTOMER RESPONSIBILITIES

- Prepare the GIS data for the Training Session in accordance with the ESRI Geofile Interface Control Document.
- Coordinate the scheduling of the remote VGI Training Session with Versaterm's Project Manager.
- Identify and ensure the attendance of the designated Customer personnel.
- Distribute the training materials to designated trainees.
- Generate, validate, and load GIS data using the VGI tool following completion of the Training Session.
- Work with Versaterm to resolve issues related to Customer-provided GIS data, as required.

PREREQUISITES

- Scoping Sessions
- Required GIS data available in the required format and with the proper content.

VERSATERM DELIVERABLES

- Operational VGI Software tool and Customer access credentials.
- VGI training materials.
- Completed VGI Training Session.

TASK COMPLETION CRITERIA

- The VGI Training Session has been completed.
- Designated Customer personnel are able to successfully generate GIS data using the VGI tool and load the resulting data into the System.

TASK #12 INTERFACE IMPLEMENTATION

The Interfaces identified in Exhibit B.3 Interface Control Document will be developed, installed, and tested.

Interface development follows an iterative approach that allows mutually agreed refinements during implementation. Significant changes affecting the scope of an interface will be documented in accordance with the Change Control process and approved prior to implementation.

Versaterm will configure and perform initial testing of each interface in accordance with the applicable ICD before supporting Customer validation and testing.

VERSATERM RESPONSIBILITIES

- Develop, configure, install, and test the Interfaces in accordance with the applicable Interface Control Document (ICD).
- Coordinate interface implementation activities with the Customer and applicable third-party stakeholders.
- Document mutually agreed changes to an Interface Control Document and prepare Change Orders, as required.
- Schedule Interface tests.
- Perform interface testing and provide the Customer with verification of functionality.
- Provide training to the Customer on interface setup, configuration, administration and usage.

CUSTOMER RESPONSIBILITIES

- Participate with Versaterm and other applicable third-party stakeholders in the implementation and testing of the Interfaces in accordance with the applicable Interface Control Document (ICDs).
- Review and approve mutually agreed changes to an Interface ICD, as required.
- Facilitate execution of approved ICD Change Orders, as required.
- Provide the current interface documentation available from appropriate third-party Interface stakeholders as required by Versaterm.
- Coordinate communications and activities with third party Interface stakeholders as required to support interface implementation and testing.
- Ensure that the designated Customer resources are available to participate in interface implementation and testing.
- Complete the Customer responsibilities identified in Exhibit B.3.
- Coordinate with Versaterm and third-party Interface stakeholders to schedule Interface tests.
- Participate in interface testing and verify interface functionality in accordance with the applicable ICDs.

PREREQUISITES

- Set up Production Environment

VERSATERM DELIVERABLES

- Updated Interface Control Documents reflecting mutually agreed changes, where applicable.
- Implemented and tested Interfaces in accordance with the Interface Control Documents.
- Customer training on interface administration and usage, as applicable.

TASK COMPLETION CRITERIA

- Any approved changes have been documented in accordance with the Project Change Control process.
- All interfaces have been implemented and verified to operate in according with the applicable ICDs.

4.3 TESTING PHASE

TASK #13 FUNCTIONAL ACCEPTANCE TEST DEVELOPMENT

Versaterm will prepare an initial Acceptance Test Plan suitable for verifying the solution's functionality. The Acceptance Test Plan will be reviewed with the Customer during the Working Sessions and Implementation Workshop and finalized based on Customer input. The Customer may supplement the Acceptance Test Plan with additional test scenarios specific to its operational requirements.

Upon completion of this task, the Customer may use the Acceptance Test Plan, together with any Customer-developed test scenarios, to perform independent testing of the System prior to the formal Functional Acceptance Testing task.

VERSATERM RESPONSIBILITIES

- Prepare the initial Acceptance Test Plan.
- Review the Acceptance Test plan with the Customer during the Working Sessions and Implementation Workshop.
- Incorporate agreed-upon Customer input and finalize the Acceptance Test Plan.

CUSTOMER RESPONSIBILITIES

- Review the Acceptance Test Plan and provide input.

PREREQUISITES

- Configuration Phase

VERSATERM DELIVERABLES

- Acceptance Test Plan.

TASK COMPLETION CRITERIA

- This task is considered complete when Versaterm and the Customer have finalized the Acceptance Test Plan.

TASK #14 FUNCTIONAL ACCEPTANCE TESTING

The purpose of Functional Acceptance Testing is to verify that the fully configured System, including the interfaces specified in the Interface Control Document, and the configured workflows, reports, notifications, tasks, and other functionality, meets the requirements of the Contract and applicable system documentation. Functional Acceptance Testing also provides the Customer with the opportunity to verify that the System performs in accordance with the transaction response times and performance requirements specified in the Contract, where applicable.

Functional Acceptance Testing will be conducted in-person, with Versaterm present to facilitating execution of the Acceptance Test Plan.

The Functional Acceptance Testing is conducted following completion of the Configuration Phase and prior to the End-User Training Phase.

Exhibit B.4 Acceptance Test Plan describes the testing strategy, test schedule, test environment, defect management process, and roles and responsibilities for Functional Acceptance Testing.

An Interface will be excluded from the Functional Acceptance Testing should the Customer be unable to meet the related Interface Customer responsibilities specified in the ICD. A Change Order or Amendment, whichever is appropriate, will be generated to document any changes.

VERSATERM RESPONSIBILITIES

- Facilitate execution of Functional Acceptance Testing.
- Review and investigate reported errors.
- Correct confirmed Application Software errors in accordance with the Contract and Statement of Work.
- Support Customer retesting of corrected errors.

CUSTOMER RESPONSIBILITIES

- Provide representative test data required for Functional Acceptance Testing.
- Execute the Functional Acceptance Test plan with facilitation from Versaterm.
- Report errors identified during Functional Acceptance Testing to Versaterm.
- Work with Versaterm to review reported errors and verify corrective actions.
- Verify corrected errors by re-executing the applicable test scenarios.
- Notify Versaterm in writing upon completion of Functional Acceptance Testing.

PREREQUISITES

- Configuration Phase
- Functional Acceptance Test Development

VERSATERM DELIVERABLES

- Functional Acceptance Test facilitation.

TASK COMPLETION CRITERIA

- This task is considered complete when the Customer has successfully executed the Acceptance Test Plan and all reported errors have either been corrected or an agreed corrective action plan has been accepted by the Customer.

4.4 TRAINING PHASE

TASK #15 SETUP TRAINING SCHEDULE AND FACILITIES

Versaterm will assist the Customer's Training Team in developing the Trainer-training schedule and will provide a recommended training schedule identifying the duration required to train the Customer's personnel.

The Customer will prepare the necessary training facilities to support the Training.

VERSATERM RESPONSIBILITIES

- Provide the Customer's Training Team with a proposed training schedule.
- Identify the facility, equipment and technical requirements for the training facilities.

CUSTOMER RESPONSIBILITIES

- Collaborate with Versaterm on finalizing the recommended training schedule.
- Schedule and coordinate the final Trainer-training schedule with Customer personnel.
- Collaborate with Versaterm on identifying the required equipment and technical requirements.
- Ensure that the training facilities, equipment and technical requirements are ready for the start of the planned training schedule.

VERSATERM DELIVERABLES

- Recommended training schedule.

TASK COMPLETION CRITERIA

- Versaterm has provided a recommended training schedule, and; the Customer has incorporated any required changes, and; a final training schedule is published; and the Customer's training facilities, equipment and technical requirements are ready for the Trainer-training.

TASK #16 TRAINER TRAINING

Versaterm will provide hands-on training to the Customer's Trainers. Refer to Exhibit B.5 Training Course Outline which includes details related to the training approach, course outlines and training packages.

VERSATERM RESPONSIBILITIES

- Coordinate and schedule the Trainer Training with the Customer's Project Managers.
- Provide a proposed training agenda and schedule to the Customer.
- Provide training facility requirements to the Customer's Project Managers.
- Provide required skills and any pre-requisite training required by Trainer-Training participants.
- Prepare training manuals based on the system configuration and the Customer's workflows discovered during scoping and Implementation sessions, in electronic format.
- Work with the Customer to review and finalize the Training Documents.
- Conduct the Trainer-Training sessions.

CUSTOMER RESPONSIBILITIES

- Assist in adapting the training scenarios to make use of familiar data and to include site-specific policy and/or process flow information.
- Provide a suitable training facility that meets the needs of the Trainer-Training courses.
- Provide the required documentation to training participants.
- Ensure that the designated participants attend the scheduled training sessions.

PREREQUISITES

- Setup Training Schedule and Facilities.
- Production system access tested and available.
- Functional Acceptance Testing

VERSATERM DELIVERABLES

- Training facility requirements.
- Train-the-trainer participants pre-requisite training and required skill set.
- Training documentation prepared with the Customer.
- Trainer-Training courses.

TASK COMPLETION CRITERIA

- Delivery of Trainer-Training, per the Training Plan.
- Participants have been adequately trained on the agreed-upon training topics, are able to complete the training assignments/scenarios.

TASK #17 READY FOR TRAINING

This task signifies that Versaterm has delivered all required software, interfaces and Trainer-Training, and remedied all errors for the Customer to start End-User training.

VERSATERM RESPONSIBILITIES

- Issue written notice to the Customer that the System is Ready for Training.
- Correct any defects mutually identified by the Customer and Versaterm as having to be corrected prior to the System being ready for the end-user training.

CUSTOMER RESPONSIBILITIES

- Upon receiving a Versaterm's "Ready for Training" notification, review the System's status and outstanding issues list and mutually identify with Versaterm any defects that must be corrected prior to its being used for end-user training.
- Issue a written notice to Versaterm that the System has been verified to be ready for End-User training.

PREREQUISITES

- Functional Acceptance Testing
- Train-the-Trainer Training

VERSATERM DELIVERABLES

- Written notice to the Customer that the System is Ready for Training, once all defects mutually identified by the Customer and Versaterm have been corrected.

TASK COMPLETION CRITERIA

- This task is complete when Versaterm and the Customer mutually agree the System is ready for end user training.

TASK #18 END-USER TRAINING

Customer expert trainers will provide just-in-time training to end-users.

VERSATERM RESPONSIBILITIES

- Provide remote support as needed during end user training period.

CUSTOMER RESPONSIBILITIES

- Provide adequate training facilities including screen projection resources and enough workstation positions for up to twenty (20) students.
- Train additional trainers as necessary to staff the end-user training.
- Schedule and organize the end-user training schedule.
- Assign end-users to training classes at each facility.
- Assign trainers to training facilities so that at least one qualified trainer is present at each end-user training class.
- Prepare required training documentation and material for each end-user attending a training session.
- Ensure that the designated trainers and end-users attend their scheduled end-user training classes.

PREREQUISITES

- Functional Acceptance Testing.
- Setup Training Schedule.
- Setup Training Facility.
- Trainer-training.
- System declared Ready for Training

VERSATERM DELIVERABLES

- Provide remote support during the training period.

TASK COMPLETION CRITERIA

- Completion of end-user training classes (prior to Production Use).

4.5 PRODUCTION PHASE

TASK #19 PRODUCTION CUTOVER PREPARATION

Versaterm performs a Production environment cleanup to remove data entered during configuration, testing, and training activities. A final synchronization is then executed to propagate finalized configuration settings from Production to the Test and Training environments.

The Customer is responsible for installing Versaterm client software on all desktop and mobile computers and ensuring all users have URLs to access web-based Versaterm applications.

VERSATERM RESPONSIBILITIES

- Clean up Production system to remove data entered during system configuration, testing and training.
- Propagate configuration settings from Production to Test and Training systems

CUSTOMER RESPONSIBILITIES

- Install Versaterm client software on desktop and mobile computers.
- Provide URLs for web-based Versaterm applications to all end users.

PREREQUISITES

- End-User training

VERSATERM DELIVERABLES

- Clean Production environment ready for Production Cutover

TASK COMPLETION CRITERIA

- Production environment has been cleaned up.
- Versaterm client software is installed on Customer's desktop and mobile computers.
- All end users have URLs required to access web-based Versaterm applications.

TASK #20 PRODUCTION USE

- Versaterm will assist and support the Customer in placing the System into Production Use.

VERSATERM RESPONSIBILITIES

- Collaborate with the Customer to determine the date and time of the System cutover for Production Use.
- Assist the Customer in placing the system into a Production Use.
- Monitor the initial operation of the System and answer any operational questions raised by the Customer.
- Provide at least one (1) onsite resource to support System cutover for up to two (2) days after the cutover.

CUSTOMER RESPONSIBILITIES

- Collaborate with Versaterm to determine the System Cutover date and time.
- Provide trained personnel to be the first line of Support.

- Set up and staff a “Go-Live Support Room” to act as a central coordination point for Go-Live issues and support.
- Coordinate with Versaterm to schedule the onsite Versaterm resources as needed to support the first two (2) calendar days of Production Use.

PREREQUISITES

- End-User training
- Production Cutover Preparation

VERSATERM DELIVERABLES

- Onsite Versaterm resource(s) in support of the System cutover to Production Use.

TASK COMPLETION CRITERIA

- The System is successfully operating in Production Use.

TASK #21 CLOSE SUPPORT

Following Production Cutover, Versaterm will provide a Close Support period of two (2) weeks to assist the Customer in stabilizing System operations. The Close Support period will be extended until all Level 1 and Level 2 issues identified during the Close Support period have been resolved to the Customer’s satisfaction.

VERSATERM RESPONSIBILITIES

- Provide dedicated remote resources to the Customer during the Close Support period to address System issues in a timely manner.
- Investigate, prioritize, and resolve all Level 1 and Level 2 issues reported by the Customer during the Close Support period.
- Participate in a discussion with the Customer to identify remaining action items, open or incomplete tasks, next steps and any pertinent maintenance responsibilities.
- Work with the Customer for a post-close support communication plan and workflow for future contacts.
- Identify dates for completing remaining tasks.
- Notify the Customer in writing upon confirmation that all outstanding Level 1 and Level 2 issues have been resolved and the Close Support period has concluded.

CUSTOMER RESPONSIBILITIES

- Report all System issues to Versaterm promptly during the Close Support period, including priority classification.
- Make available the appropriate Customer resources to assist Versaterm in reproducing, investigating, and verifying resolution of reported issues.
- Participate in a discussion with Versaterm to identify remaining action items, open or incomplete tasks, next steps and any pertinent maintenance responsibilities.
- Identify dates for completing remaining tasks.

PREREQUISITES

- Production Use of the System

VERSATERM DELIVERABLES

- Review and correct or provide workarounds and plan for corrections for any level 1 and level 2 issues.

TASK COMPLETION CRITERIA

The Close Support period is considered complete when

- The minimum two (2) week duration has elapsed, and all Level 1 and Level 2 issues reported during the Close Support period have been resolved; or the Customer has approved a Versaterm-proposed workaround or plan for corrections.
- Dates, mutually agreed upon by the Customer and Versaterm have been identified for resolving outstanding issues.
- The Customer has committed to creating a sustainment team
- Procedures for the Versaterm/Customer post-implementation relationship have been established.

Project Implementation Schedule

WBS	Name	Type	Start	Finish	Duration
1	Execute Contract	Milestone	2026-09-18	2026-09-18	1 day
2	Payment Milestones	Milestone	2027-01-29	2027-09-22	169 days
2.1	Payment Milestone #1 - SOW Task #2 Project Kickoff	Milestone	2027-01-29	2027-01-29	1 day
2.2	Payment Milestone #2 - SOW Task #6 Configure vCloud Servers	Milestone	2027-03-05	2027-03-05	1 day
2.3	Payment Milestone #3 - SOW Task #9 Conduct Implementation Workshop and Working Sessions	Milestone	2027-05-07	2027-05-07	1 day
2.4	Payment Milestone #4 - SOW Task #17 Ready for Training	Milestone	2027-07-14	2027-07-14	1 day
2.5	Payment Milestone #5 - SOW Task #20 Production Use	Milestone	2027-09-22	2027-09-22	1 day
2.6	ARR Start - SOW Task #6 Configure vCloud Servers	Milestone	2027-03-05	2027-03-05	1 day
3	Project Management	Deliverable	2026-10-05	2027-08-20	230 days
3.1	Project Management	Task	2026-10-05	2027-08-20	230 days
3.2	Kickoff	Task	2027-01-18	2027-01-22	5 days
4	Implementation Support	Deliverable	2027-01-25	2027-10-22	195 days
4.1	Implementation Support	Task	2027-01-25	2027-10-22	195 days
4.2	Implementation Assistance (non-billable)	Task	2027-01-25	2027-10-22	195 days
5	Networking	Deliverable	2026-09-21	2026-11-13	40 days
5.1	AWS Connectivity	Task	2026-09-21	2026-11-13	40 days
5.2	Technical scoping (ports, connectivity, etc)	Task	2026-09-21	2026-10-02	10 days
5.3	AWS Connectivity for RPAs (For MJ implementations)	Task	2026-09-21	2026-10-09	15 days
6	Cloud Tenant Configuration	Task	2026-10-05	2027-01-29	85 days
6.1	Create Tenant Foundation	Task	2026-10-05	2026-10-09	5 days
6.2	Cloud Tenant Service Config	Task	2026-10-12	2026-10-16	5 days
6.3	Create Attachment S3 environment/Redis/Database	Task	2026-10-19	2026-10-23	5 days
6.4	Review SFTP based Interfaces and request S3/SFTP areas	Task	2027-01-25	2027-01-29	5 days
7	Implementation Preparation	Task	2027-01-25	2027-02-19	20 days
7.1	Complete Interface Scoping	Task	2027-01-25	2027-02-05	10 days
7.2	Schedule Interface Development	Task	2027-02-08	2027-02-12	5 days
7.3	Provide Initial GIS Data	Task	2027-01-25	2027-02-19	20 days
7.4	Provide Initial Configuration Data	Task	2027-01-25	2027-02-12	15 days
7.5	Provide Technical Requirements	Task	2027-01-25	2027-01-29	5 days
8	Build Test, Trn and Prod Environments	Deliverable	2027-01-25	2027-02-26	25 days
8.1	Create Databases	Task	2027-01-25	2027-01-29	5 days
8.2	Configure Application, AD	Task	2027-01-25	2027-02-12	15 days
8.3	Open/configure required network ports/validation	Task	2027-02-15	2027-02-19	5 days
8.4	Prepare a Configuration Lab	Task	2027-02-08	2027-02-26	15 days

8.5	Checkout Dev/Test, Trn and Prod Envts	Task	2027-02-15	2027-02-26	10 days
9	GIS	Deliverable	2027-02-22	2027-05-04	52 days
9.1	Configure VGI	Task	2027-02-22	2027-02-26	5 days
9.2	Load initial GIS files	Task	2027-03-01	2027-03-12	10 days
9.3	Test and Refine GIS	Task	2027-03-15	2027-05-04	37 days
10	Implementation / Configuration	Deliverable	2027-01-25	2027-04-30	70 days
10.1	Scoping Sessions	Task	2027-01-25	2027-03-05	30 days
10.2	Scoping Workshop	Task	2027-02-08	2027-02-12	5 days
10.3	Apply system configurations to Prod environment	Task	2027-03-01	2027-04-02	25 days
10.4	Implementation Sessions	Task	2027-03-01	2027-04-09	30 days
10.5	Implementation Workshop	Task	2027-04-19	2027-04-23	5 days
10.6	Agency Assignments	Task	2027-01-25	2027-04-30	70 days
11	Interfaces	Deliverable	2027-02-22	2027-05-27	69 days
11.1	Interface Configuration	Deliverable	2027-02-22	2027-04-16	40 days
11.2	County JMS Arrest Transfer	Deliverable	2027-02-22	2027-03-09	12 days
11.2.1	Provide Connectivity	Task	2027-02-22	2027-02-26	5 days
11.2.2	Install and test interface	Task	2027-03-01	2027-03-05	5 days
11.2.3	Informing customer of testing results (attach email) Customer testing complete and ready for production	Task	2027-03-08	2027-03-08	1 day
11.2.4	(attach email)	Task	2027-03-09	2027-03-09	1 day
11.3	KARPEL	Deliverable	2027-03-10	2027-03-25	12 days
11.3.1	Provide Connectivity	Task	2027-03-10	2027-03-16	5 days
11.3.2	Install and test interface	Task	2027-03-17	2027-03-23	5 days
11.3.3	Informing customer of testing results (attach email) Customer testing complete and ready for production	Task	2027-03-24	2027-03-24	1 day
11.3.4	(attach email)	Task	2027-03-25	2027-03-25	1 day
11.4	Mugshot Interface	Deliverable	2027-03-26	2027-04-12	12 days
11.4.1	Provide Connectivity	Task	2027-03-26	2027-04-01	5 days
11.4.2	Install and test interface	Task	2027-04-02	2027-04-08	5 days
11.4.3	Informing customer of testing results (attach email) Customer testing complete and ready for production	Task	2027-04-09	2027-04-09	1 day
11.4.4	(attach email)	Task	2027-04-12	2027-04-12	1 day
11.5	Peregrine vRMS API	Deliverable	2027-03-26	2027-04-07	9 days
11.5.1	Provide Connectivity	Task	2027-03-26	2027-03-26	1 day
11.5.2	Provide vRMS API credentials	Task	2027-03-29	2027-03-29	1 day
11.5.3	Install and test interface	Task	2027-03-30	2027-04-05	5 days
11.5.4	Informing customer of testing results (attach email) Customer testing complete and ready for production	Task	2027-04-06	2027-04-06	1 day
11.5.5	(attach email)	Task	2027-04-07	2027-04-07	1 day
11.6	Pragmatica vRMS API	Deliverable	2027-03-26	2027-04-07	9 days
11.6.1	Provide Connectivity	Task	2027-03-26	2027-03-26	1 day
11.6.2	Provide vRMS API credentials	Task	2027-03-29	2027-03-29	1 day
11.6.3	Install and test interface	Task	2027-03-30	2027-04-05	5 days

11.6.4	Informing customer of testing results (attach email)	Task	2027-04-06	2027-04-06	1 day
11.6.5	Customer testing complete and ready for production (attach email)	Task	2027-04-07	2027-04-07	1 day
11.7	eCitation to Court Upload	Deliverable	2027-04-08	2027-04-23	12 days
11.7.1	Provide Connectivity	Task	2027-04-08	2027-04-14	5 days
11.7.2	Install and test interface	Task	2027-04-15	2027-04-21	5 days
11.7.3	Informing customer of testing results (attach email)	Task	2027-04-22	2027-04-22	1 day
11.7.4	Customer testing complete and ready for production (attach email)	Task	2027-04-23	2027-04-23	1 day
11.8	ADOT Crash Reporting Interface	Deliverable	2027-04-26	2027-05-11	12 days
11.8.1	Provide Connectivity	Task	2027-04-26	2027-04-30	5 days
11.8.2	Install and test interface	Task	2027-05-03	2027-05-07	5 days
11.8.3	Informing customer of testing results (attach email)	Task	2027-05-10	2027-05-10	1 day
11.8.4	Customer testing complete and ready for production (attach email)	Task	2027-05-11	2027-05-11	1 day
11.9	CARFAX Interface	Deliverable	2027-05-12	2027-05-27	12 days
11.9.1	Provide Connectivity	Task	2027-05-12	2027-05-18	5 days
11.9.2	Install and test interface	Task	2027-05-19	2027-05-25	5 days
11.9.3	Informing customer of testing results (attach email)	Task	2027-05-26	2027-05-26	1 day
11.9.4	Customer testing complete and ready for production (attach email)	Task	2027-05-27	2027-05-27	1 day
12	Data Conversion	Deliverable	2027-01-25	2027-06-18	105 days
12.1	Data Source Review	Task	2027-01-25	2027-01-29	5 days
12.2	Develop and provide specifications, load programs	Task	2027-02-01	2027-02-19	15 days
12.3	Field Mapping Sessions	Task	2027-02-22	2027-03-05	10 days
12.4	Conversion support	Task	2027-03-08	2027-06-18	75 days
12.5	Develop legacy extracts	Task	2027-03-08	2027-04-02	20 days
12.6	Initial Data extraction and loading iterations	Task	2027-04-05	2027-04-30	20 days
12.7	Data Extraction and Loading Iterations	Task	2027-05-03	2027-06-11	30 days
12.8	Final Data Conversion Run	Task	2027-06-14	2027-06-18	5 days
13	Functional Acceptance Testing	Deliverable	2027-04-16	2027-06-02	34 days
13.1	Provide Initial Acceptance Test Plan	Task	2027-04-16	2027-04-16	1 day
13.2	Finalize Acceptance Test Plan	Task	2027-04-26	2027-05-07	10 days
13.3	Conduct Acceptance Testing	Task	2027-05-28	2027-06-01	3 days
13.4	Attach functional acceptance testing acceptance email	Task	2027-06-02	2027-06-02	1 day
14	Configure interfaces in Test and Training Environments (as needed)	Task	2027-06-03	2027-06-16	10 days
15	Training	Deliverable	2027-03-22	2027-09-07	122 days
15.1	Prepare for vGIS Training	Task	2027-03-22	2027-03-26	5 days
15.2	vGIS Training (webinar)	Task	2027-03-29	2027-03-29	1 day
15.3	Prepare for DB Internals Training	Task	2027-03-29	2027-04-02	5 days
15.4	Database Internals Training	Task	2027-04-05	2027-04-05	1 day

15.5	Train the Trainer Training	Deliverable	2027-04-05	2027-07-06	67 days
15.5.1	Prepare TTT Scenarios	Task	2027-04-05	2027-04-16	10 days
15.5.2	Finalize TTT Scenarios	Task	2027-04-26	2027-04-30	5 days
15.5.3	Prepare TTT Course	Task	2027-05-03	2027-05-07	5 days
15.5.4	RMS TTT	Task	2027-06-16	2027-07-02	13 days
15.5.5	MRE TTT	Task	2027-07-05	2027-07-06	2 days
15.6	Ready for Training	Milestone	2027-07-07	2027-07-07	1 day
15.7	Agency End User Training Prep	Task	2027-07-07	2027-08-03	20 days
15.8	Agency End User Training	Task	2027-08-04	2027-09-07	25 days
16	Production Cutover and Close Support	Deliverable	2027-09-01	2027-10-05	25 days
16.1	Prepare Desktops and Mobile Computers	Task	2027-09-08	2027-09-21	10 days
16.2	Prepare Production Cutover Plan	Task	2027-09-01	2027-09-14	10 days
16.3	Final Production Preparation	Task	2027-09-08	2027-09-14	5 days
16.4	Update Test and Training with Prod Configurations	Task	2027-09-08	2027-09-08	1 day
16.5	Production Cutover	Deliverable	2027-09-15	2027-09-15	1 day
16.6	On Site Cutover Support	Task	2027-09-15	2027-09-21	5 days
16.7	Production Close Support	Task	2027-09-22	2027-10-05	10 days

RMS INTERFACES	2
COUNT JMS ARREST TRANSFER.....	2
ARPEL INTERFACE	6
MUGS OT INTERFACE	8
VRMS API - PEREGRINE	1
FILEON PROPERT EXPORT.....	1
ECITATION TO COURT UPLOAD.....	1
ADOT CRAS INTERFACE	16
CARFAX.....	19
PRAGMATICA DATA EXTRACT	22

RMS INTERFACES

The RMS interfaces have been divided into 2 categories:

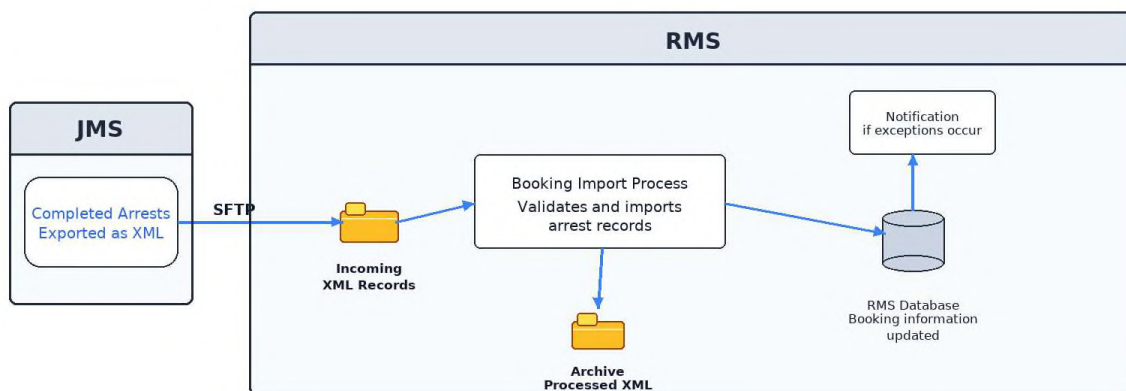
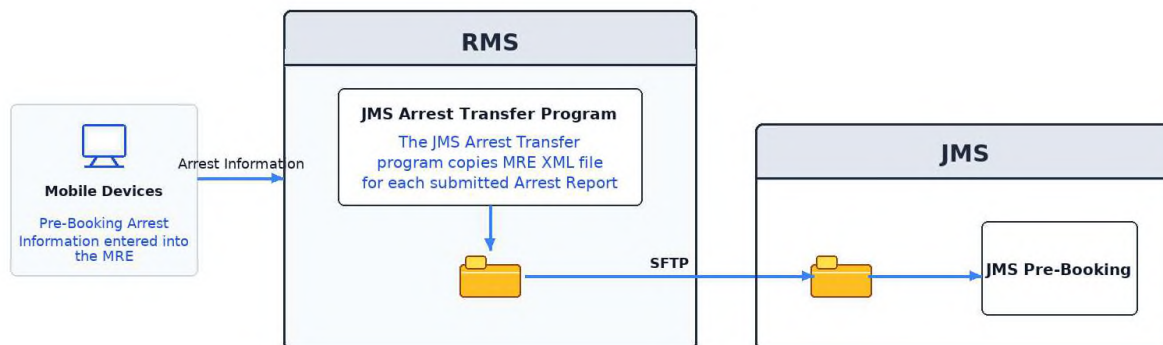
Required for Production Cutover

Not Required for Production Cutover

The following table lists interfaces along with the category they belong to:

Interface	Category
County JMS Transfer	Required for Production Cutover
Karpel (PBK)	Not Required for Production Cutover
Mugshot	Required for Production Cutover
vRMS API (Peregrine)	Required for Production Cutover
NCIC/JWI	Required for Production Cutover
eCitation to Court Upload	Required for Production Cutover
ADOT Crash Report	Required for Production Cutover
CARFAX Accident Data Unload	Required for Production Cutover
Pragmatica Data Extract	Required for Production Cutover

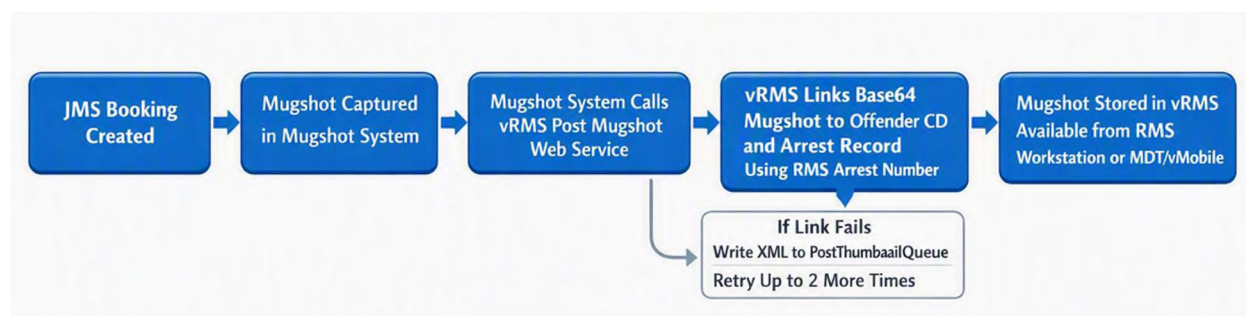
COUNT JMS ARREST TRANSFER

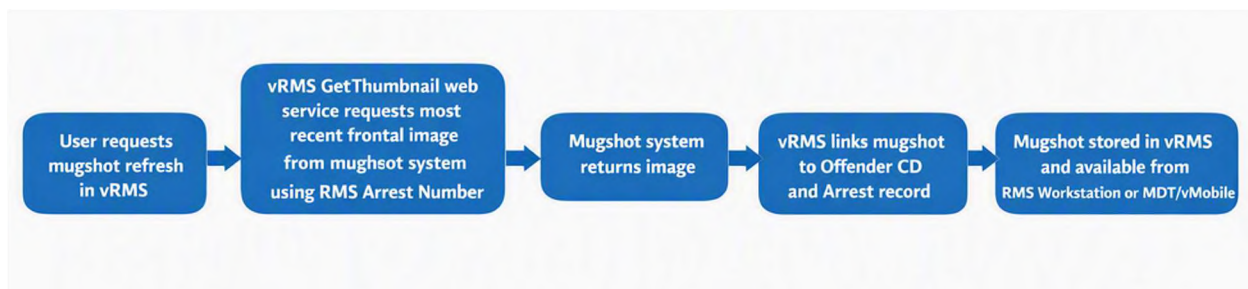


ARPEL INTERFACE



MUGS OT INTERFACE





DATA FORMAT REQUIREMENTS

INTERFACE TESTING

FUNCTIONAL AND COMPLETENESS TEST

OPERATIONAL TESTS

PERFORMANCE TESTS

EXCEPTION TESTS

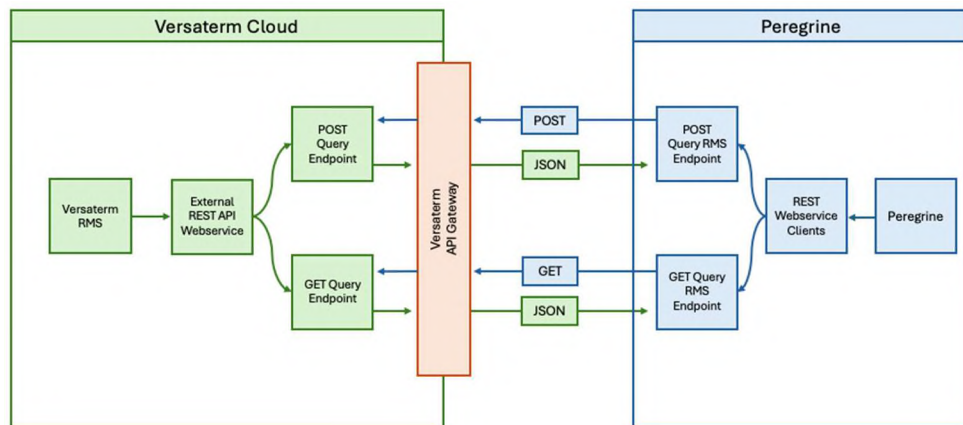
DATA INTEGRITY TESTS

RESPONSIBILITIES

CUSTOMER RESPONSIBILITIES

VERSATERM RESPONSIBILITIES

VRMS API - PEREGRINE



RMS CAD Call

RMS Records

Customer

ACCEPTANCE TESTING

○

A Customer

○

DATA INTEGRITY TESTING

CUSTOMER RESPONSIBILITIES

Customer

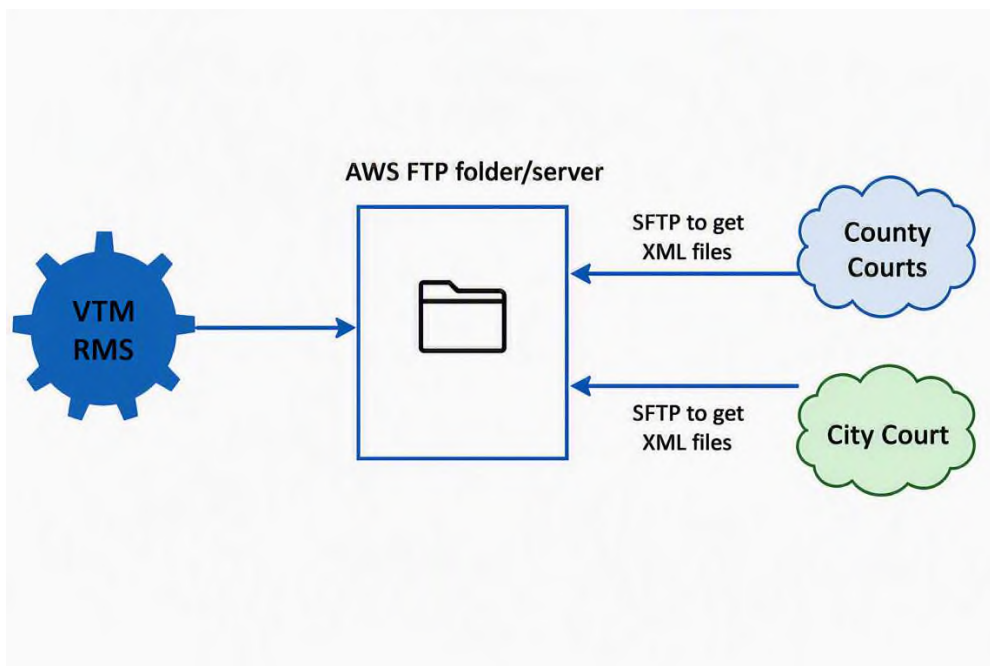
Customer

VERSATERM RESPONSIBILITIES

PEREGRINE RESPONSIBILITIES

FILEON PROPERT EXPORT

ECITATION TO COURT UPLOAD



The can be made available on all servers (production and test).

ADOT CRAS INTERFACE

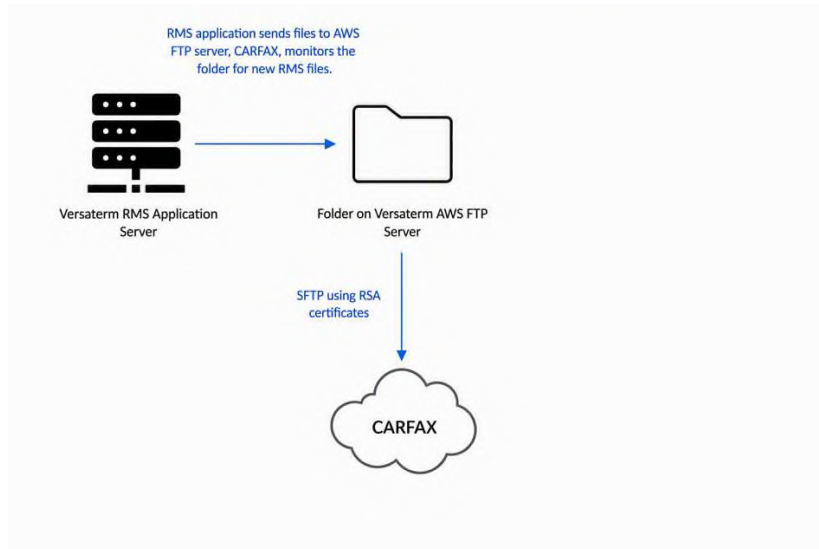
BUSINESS CONTINUITY

This interface will be available regardless of which availability zone the cloud-based RMS is currently serving up the RMS. Should the cloud-based RMS move across availability zones, the RMS will reconnect automatically to for this interface to submit the XML files.

DATA INTEGRITY TESTING

Enable and configure required networking to allow the vRMS hosted in vCloud to connect to the required end point, via the local Customer network.

CARFAX



INTERFACE TESTING

FUNCTIONAL AND COMPLETENESS TEST

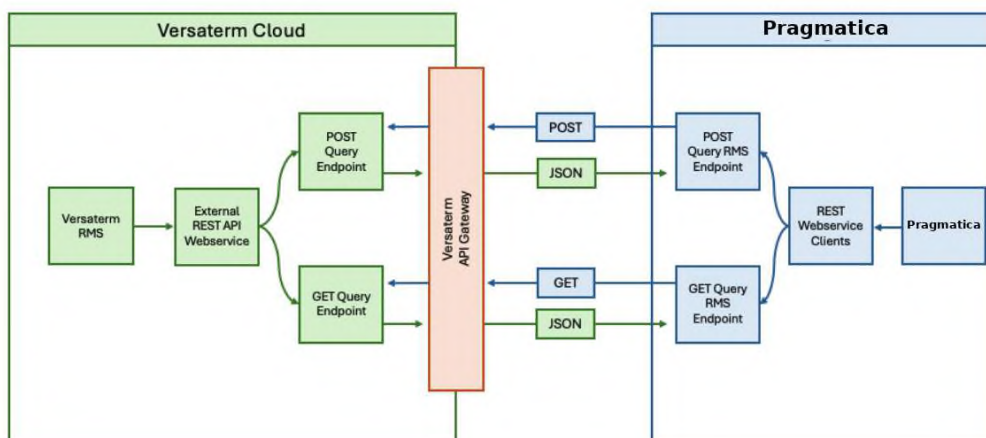
OPERATIONAL TESTS

PERFORMANCE TESTS

EXCEPTION TESTS

DATA INTEGRITY TESTS

PRAGMATICA DATA EXTRACT



RMS CAD Call

RMS Records

Customer

ACCEPTANCE TESTING

○

A Customer

○

DATA INTEGRITY TESTING

CUSTOMER RESPONSIBILITIES

Customer

Customer

VERSATERM RESPONSIBILITIES

PRAGMATICA RESPONSIBILITIES

ACCEPTANCE TEST PLAN

TABLE OF ONTENTS

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3. TEST SCHEDULE	
4. TEST ENVIRONMENT	—
5. DEFECT MANAGEMENT	—
6.ROLES AND RESPONSIBILITIES	—

1. PURPOSE

The purpose of this Functional Acceptance Test Plan is to define the approach for conducting Functional Acceptance Testing of the Versaterm System.

Functional Acceptance Testing provides the Customer with the opportunity to verify that the configured System, including applicable interfaces, operates in accordance with the requirements of the Contract, the Statement of Work, and applicable system documentation. Functional Acceptance Testing also provides the Customer with the opportunity to verify that the System performs in accordance with the contract.

Functional Acceptance Testing is conducted following completion of the Configuration Phase and prior to End-User Training. It serves as the formal verification that the configured System is ready to proceed to the next phase of the implementation.

2. TESTING STRATEGY

Versaterm will prepare an initial Acceptance Test Plan identifying the functional test scenarios to be executed during Functional Acceptance Testing. The Acceptance Test Plan will be reviewed with the Customer and finalized based on Customer input. The Customer may supplement the Acceptance Test Plan with additional agency-specific test scenarios.

The Acceptance Test Plan will verify the functionality of the configured System, including applicable interfaces, approved software enhancements, and operational workflows. Test scenarios will be executed using representative operational data and business processes to confirm that the System operates in accordance with the requirements of the Contract, the Statement of Work, and applicable system documentation.

Functional Acceptance Testing is a collaborative process. The Customer will execute the agreed-upon test scenarios while Versaterm facilitates the testing process, investigates reported defects, implements confirmed corrections, and supports retesting as required.

Defects identified during Functional Acceptance Testing will be documented, corrected, and retested until the testing activities are complete.

3. TEST SCHEDULE

Functional Acceptance Testing will be conducted following completion of the Configuration Phase and prior to End-User Training, in accordance with the Project Implementation Schedule.

Functional Acceptance Testing is scheduled as a three (3) consecutive Business Day on-site activity. The Customer will ensure that designated testing personnel are available throughout the scheduled testing period.

Versaterm will facilitate execution of the Acceptance Test Plan, investigate reported defects, implement confirmed corrections where practical during the testing period, and support retesting of corrected items.

Should significant issues be identified that materially impact completion of Functional Acceptance Testing, Versaterm and the Customer will mutually determine any adjustments required to the Project Implementation Schedule.

4. TEST ENVIRONMENT

Functional Acceptance Testing will be conducted using the configured System in the production environment.

Prior to the start of Functional Acceptance Testing, the System shall be configured in accordance with the Statement of Work, including applicable interfaces. The Acceptance Test Plan shall be finalized, and the Customer shall provide representative operational data required to execute the test scenarios.

The Customer is responsible for ensuring that designated testing workstations, network connectivity, and other required equipment are available and operational throughout Functional Acceptance Testing.

5. DEFECT MANAGEMENT

Errors identified during Functional Acceptance Testing shall be documented by the Customer and reported to Versaterm. Each reported error should include sufficient information to allow Versaterm to reproduce and investigate the issue.

Versaterm will review each reported error to confirm the reported behavior, determine the cause, and assign the appropriate Error Level in accordance with the definitions below. Confirmed Application Software errors will be corrected by Versaterm in accordance with the Contract and Statement of Work. Errors resulting from Customer configuration, Customer data, third-party systems, or the Customer's operating environment will be reviewed jointly by Versaterm and the Customer to determine the appropriate corrective action.

Following implementation of a confirmed correction, the Customer will re-execute the applicable Acceptance Test Plan scenario to verify satisfactory resolution.

Errors identified during Functional Acceptance Testing will be classified using the following Error Levels:

Error Level 1 Critical errors that are defined as Loss of Data, Corruption of Data, or Loss of Productive Use of the Application.

Error Level 2 Non-critical errors defined by incomplete operation of a single system application where a procedural workaround is available, and productive use of the system is impacted.

Err r L 3 Cosmetic errors that are defined as configuration issues that can be corrected by Customer, data integrity issues that must be addressed by Customer, Help file documentation errors, or enhancements that can be made in the future to the presently released version.

Err r L 4 Minor issue relating to a specific component of the System that does not affect the productive use of the System or component. Examples include a field that is right-justified rather than left-justified or the usage of an inconsistent font.

6.ROLES AND RESPONSIBILITIES

VERSATERM RESPONSIBILITIES

Prepare the initial Acceptance Test Plan.

Review and finalize the Acceptance Test Plan with Customer input.

Facilitate execution of the Acceptance Test Plan during Functional Acceptance Testing.

Review and investigate reported errors.

Correct confirmed Application Software errors in accordance with the Contract and Statement of Work.

Support Customer retesting of corrected errors.

CUSTOMER RESPONSIBILITIES

Review and provide input to the Acceptance Test Plan.

Identify any additional agency-specific test scenarios, if desired.

Execute the Acceptance Test Plan.

Report errors identified during Functional Acceptance Testing.

Verify correction of reported errors by re-executing the applicable test scenarios.

Provide written notification upon completion of Functional Acceptance Testing.

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TRAINING OVERVIEW

This document describes Versaterm’s recommended training approach for the implementation of the Versaterm applications. The training program is designed to prepare Customer trainers, system administrators, and end users to confidently operate and support the System following production deployment.

Knowledge transfer begins throughout the implementation as designated Customer project team members participate in working sessions and the on-site implementation workshop. Through these activities, the Customer project team becomes familiar with the configured System, validates operational workflows, and develops the knowledge needed to support user training and ongoing system administration.

Building upon this foundation, Versaterm delivers instructor-led trainer training using the configured System and training environment. These sessions provide the Customer's designated trainers and administrators with the knowledge and practical experience needed to conduct end-user training and support the System following implementation.

Following trainer training, the Customer delivers end-user training using the configured training environment and training materials provided by Versaterm. Versaterm recommends delivering end-user training as close to the production deployment date as practical to maximize

knowledge retention and ensure users are prepared to immediately operate the System upon go-live.

The course outlines contained in this document describe the standard training courses available. Course content, duration, and delivery may be tailored during the Project to reflect the Customer's configured solution, operational workflows, deployment scope, and training requirements.

1.1 TRAINING FACILITIES

The Customer is responsible for providing one or more training facilities that supports the delivery of trainer and end-user training. Each facility should be configured prior to the start of the training and provide access to the configured System.

During the scheduled training period, each training facility should remain dedicated to Versaterm training and should not be repurposed or reconfigured between training sessions.

Unless otherwise agreed, each training facility should provide:

- Up to twenty (20) dedicated workstations that meet the minimum System requirements.
- One additional workstation for the training instructor.
- Network connectivity between the workstations and the vCloud environment.
- A projector or display that is visible to all attendees and capable of displaying the contents of the instructor's workstation, including multiple monitors
- A whiteboard or equivalent presentation surface.
- A network printer, if required.
- Seating and workspace appropriate for the planned class size

Each training facility should meet the Customer's applicable security requirements, including any CJIS requirements, where applicable.

1.2 TRAINING APPROACH

Versaterm provides trainer training for each of the courses described in this document. Customer trainers may attend one or more courses based on their assigned training responsibilities, although agencies commonly designate a small group of trainers who attend the full curriculum to support end-user training across multiple user groups.

Following trainer training, the Customer, with guidance from Versaterm, develops the end-user training plan by identifying the affected user groups and determining which courses are required for each role. Depending on their job responsibilities, end users may attend one or more training courses.

The end-user training plan typically includes:

Identify user groups – Identify the various user groups that will require training (for example, call-takers, dispatchers, supervisors, mobile users, and system administrators).

Assign training courses – Determine the appropriate training courses for each user group based on their responsibilities.

Develop the training schedule – Establish the training schedule, class sizes, facilities, instructors, and logistics to support production deployment.

Versaterm recommends delivering end-user training within five (5) weeks of the planned production deployment date. This just-in-time approach maximizes knowledge retention and allows users to immediately apply what they have learned when the System goes live.

TRAINING COURSES

This section describes the standard training courses available for the System. Each course includes the intended audience, recommended duration, delivery approach, and learning objectives.

During implementation, the Customer and Versaterm will determine which training courses are applicable based on the configured solution, user roles, and operational requirements. Depending on their responsibilities, users may attend one or more training courses.

Course content, duration, and delivery may be tailored during implementation to reflect the Customer's configured System, operational workflows, and training requirements.

2.1 RMS INTRODUCTION (RMS INTRO)

Course Duration	½ day
Prerequisite	None
Intended Audience	General audience is users who will retrieve information from the System, use the built-in System mail facility and other tools such as notepad and assets.
Course Approach	Versaterm will prepare scenarios based on sample data provided beforehand by the City. This approach has the advantage of making the training more effective because familiar and realistic situations are used. Maximum of 2 trainees per workstation.
Course Objectives	The trainee will: A. Understand the organization (menu layout) of the System

	B. Know how to use the query functionality within the System including property C. Understand how information is related and how to print a hardcopy D. Know how to use the browse (ad-hoc query) facility E. Know how to use System Mail (attach Mail, etc.) F. Know how to use the NCIC interface G. Know how to use the notepad facility H. Know how to use the online help facility
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2.2 RECORDS DATA-ENTR (RMS DATAENTR)

Course Duration	Up to 2 days
Prerequisite	None
Intended Audience	General audience is users who will be responsible for entering a case and subsequent maintenance of case(s). Typically, this course is designed for the records section/division personnel.
Course Approach	Versaterm will prepare scenarios based on sample data provided beforehand by the City. This approach has the advantage of making the training more effective because familiar and realistic situations are used. Maximum of 2 trainees per workstation.
Course Objectives	The trainee will: A. Know how to enter and maintain events (general offense reports, accidents, tickets, street checks, flag records) B. Know how to retrieve a cleared complaint to start a report C. Know how to access NCIC for query and maintenance D. Know how to index entities (persons, vehicles, businesses) to events E. Know how to relate text (including word-processor functions), detail pages, clearance blocks to events F. Know how to maintain summons and charges G. Know how to maintain the criminal description record H. Know how to enter property (stolen, lost, etc.)

	I. Know how to enter and maintain follow-ups (and related text) J. Know how to maintain master person name information (including particulars, aliases) K. Know how to maintain vehicle information (including particulars) L. Know how to maintain business information (including particulars, aliases) M. Know how to scan documents, attach scanned documents and/or files to a report, and how to retrieve and view scanned images and attachments N. Know how to use the Notepad facility to maintain or view lists O. Know how to run reports P. Understand workflow management concepts through discussion
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2.3 DETECTIVE (RMS DET)

Course Duration	1 day
Prerequisite	None
Intended Audience	General audience is users who will add and update cases, add supplemental reports, clear cases and manage follow up reports.
Course Approach	Versaterm will prepare scenarios based on sample data provided beforehand by the City. This approach has the advantage of making the training more effective because familiar and realistic situations are used. Maximum of 2 trainees per workstation.
Course Objectives	The trainee will: A. Know how to add, retrieve and update General Offense (GO) reports B. Know how to add a supplemental to the General Offense (GO) report C. Know how to index entities (persons, vehicles, businesses) to events and understand the implications of the master name file including SOUNDEX D. Know how to relate text (including word-processor functions), detail pages, and clearance blocks to events E. Know how to assign cases (index follow-ups and related text)

	F. Know how to view/read a case online and how to print it G. Know how to manage workflow queues H. Understand workflow management concepts through discussion
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2.4 AIL MANAGEMENT/ ARRESTS (RMS AR)

Course Duration	Up to 2 days
Prerequisite	None
Intended Audience	General audience are Corrections Officers and users who will maintain arrest information including criminal description.
Course Approach	Versaterm will prepare scenarios based on sample data provided beforehand by the City. This approach has the advantage of making the training more effective because familiar and realistic situations are used. Maximum of 2 trainees per workstation.
Course Objectives	The trainee will: A. Know how to transcribe an arrest via the data transcription queue B. Know how to update an arrest including charges and narratives C. Know how to index a person to the arrest understanding implications of the master name file including SOUNDEX D. Understand how the information is merged with the General Offense (GO) report E. Understand how charges are maintained F. Know how to add/update Booking records G. Understand the JMS/Livescan interface H. Know how to manage the JMS Cell List I. Know how to manage Inmate Movements J. Know how to manage Inmate Property and Medical records K. Understand how Inmate releases are performed

2.5 PROPERT EVIDENCE (RMS PROP)

Course Duration	Up to 2 days
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Prerequisite	None
Intended Audience	General audience is users who process evidence and other items stored in property rooms.
Course Approach	Versaterm will prepare scenarios based on sample data provided beforehand by the City. This approach has the advantage of making the training more effective because familiar and realistic situations are used. Maximum of 2 trainees per workstation.
Course Objectives	The trainee will: A. Know how to enter property into the System's property module and understand property item categories B. Know how to record location, owner/finder information C. Know how disposal process works D. Know how to record evidence continuity (chain-of-custody) records E. Know how to use bar-coding F. Understand available property reports G. Know how to perform group (batch) transactions

2.6 DATA TRANSCRIPTION UEUE (RMS TRANS)

Course Duration	Up to ½ day
Prerequisite	None
Intended Audience	General audience is Records supervisors who will then instruct/train other Records personnel on transcribing a report sent from the Mobile Data Computer (MDC)
Course Approach	Reports entered on the mobile report entry (MRE) will be used. Maximum of 2 trainees per workstation.
Course Objectives	The trainee will: A. Know how to select a report from the transcription queue B. Know how to merge a General Offense (GO) report C. Know how to transcribe a report D. Know how to retrieve a backup copy from the MDC

2.7 RECORDS SUPERVISOR TRAINING (RMS SUP)

Course Duration	Up to 1 day
Prerequisite	None
Intended Audience	General audience is users who are responsible for maintaining table codes, security, User access, run reports, and other Records functions.
Course Approach	Due to the material to be covered, this course will be topic-based, as opposed to scenario-based. Most records related modules and functions will be demonstrated although trainees may be provided with hands-on activities and functions to complete during the training session. The trainees for this course are expected to be familiar with personal computers and the principles of a Records management system. Maximum of 1 person per workstation.
Course Objectives	The trainees will: A. Know how to maintain the System's Configuration record B. Know how to maintain the System's various translation code tables

	C. Know how to maintain the System's street files D. Know how to run the various reports E. Know how to run and interpret NIBRS edit reports F. Know how to run the NIBRS extract Software module G. Become familiar with Versaterm's problem reporting procedures, and be equipped to perform first-level System problem analysis
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2.8 MOBILE REPORT ENTR TRAINING (MRE)

Course Duration	1-2 days
Prerequisite	General knowledge of the System and report entry.
Intended Audience	General audience is users who will use the Mobile Data Terminal module (vMDT) and the Mobile Report Entry module (vMRE) on a Mobile Data Computer (MDC) on a day-to-day basis. Supervisors and/or System administrators are expected to be in this course. This course will not train on data entry but will illustrate entering reports on MDCs versus desktop workstations.
Course Approach	Versaterm will prepare scenarios based on sample data provided beforehand by the City. This approach has the advantage of making the training more effective, because familiar and realistic situations are used. This course will permit hands-on and “refreshers” as necessary (i.e., much of it is iterative and includes practice sessions). Maximum of 2 trainees per Mobile Data Computer (MDC) or desktop workstations.
Course Objectives	The trainee will: A. Know how to sign on and sign off vMDT (Mobile Data Terminal) B. Know how to perform NCIC and System Queries for persons, vehicles and property C. Know how to query addresses D. Know how to lock/unlock the vMDT E. Know how to send messages to other vMDTs F. Know how to review logs

	G. Know how to enter a general offense (GO) reports and GO Crash reports in Mobile Report Entry (vMRE) H. Know how to query a name from the System and pre-fill into a report I. Know how to enter street checks (field contact reports/interviews) J. Know how to enter property K. Know how to add supplemental or Follow-Up reports L. Know how to send the report to the System's Report Approval queue for review and approval M. Know how to manage the System's Report Approval queue from the MRE N. Know how to use the smartphone scanning app and use the resulting data
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2.9 MRE ADMINISTRATOR TRAINING (MRE ADMIN)

Course Duration	0.5 day
Prerequisite	None
Intended Audience	Administrators responsible for setting up and maintaining the Mobile Report Entry (MRE).
Course Approach	The trainer will "walk through" the various System and programming components of the MRE. Emphasis will be placed on the Equipment and Software Configuration. One installed vMRE and vRMS is required.
Course Objectives	The trainees will: A. Know how to Configure and customize the MRE using the Mobile Configuration Application (MCA) B. Know how to generate the MRE installation setup files using the MCA C. Know how to install the vMRE installation on MDCs

OVERVIEW

Versaterm provides documentation to support the implementation, administration, training, and ongoing use of the System. Documentation is intended to assist Customer administrators and end users with configuring, operating, and maintaining the System throughout its lifecycle.

Documentation is provided electronically and includes the guides applicable to the Customer's licensed solution and configured functionality. As the System is configured during implementation, Versaterm will identify the documentation relevant to the Customer's implementation and make it available to the Customer.

Documentation may include, as applicable:

- User guides
- Administrator guides
- Training guides
- Installation guides
- Release notes

Following implementation, updated base product documentation and release notes are provided with major product releases to reflect new functionality, enhancements, and significant product changes. If desired, the Customer will be responsible for tailoring the base documentation with any agency specific configurations.

Customer Supplied Hardware and Third Party Software

CONTENTS

- Overview 2**
- Client Device Recommendations 3**
 - 1.1 RMS Client Computers 3
 - 1.2 Mobile Data Computers (with Maps)..... 4
 - 1.3 vMobile 5
- 2 Hardware Peripherals 6**
 - 2.1 Property Bar Code Label Printers..... 6
 - 2.2 Property Bar Code Scanners 6
 - 2.3 Drivers License Card Swipe Readers
 - 2.4 Document Scanners

OVERVIEW

This document identifies the minimum client and peripheral specifications to be supplied by the Customer, to run the Application Software and adhere to the System Performance and Availability Standards specified in the Contract.

The specifications included in this document are subject to change to support future Product Upgrades. When applicable, Versaterm will provide the Customer with updated specifications and recommendations.

CLIENT DEVICE RECOMMENDATIONS

The following provides the recommended workstation configurations:

1.1 RMS CLIENT COMPUTERS

Computer	An IBM-compatible computer with full Windows Desktop Operating System (for desktop client installations)
Peripherals	Mouse or pointing device, COMM port, USB ports
Video	1280 x 800 resolution display monitor
Operating System	Microsoft Windows 10, 11
Memory	4 GB
CPU	Intel or AMD 2 GHz dual core processor 1 GHz or faster 64-bit (x64) processor
Hard Drive	64 GB
Network Interface Card (NIC)	100 Mbps Ethernet network adaptor
Other Software	Adobe Acrobat Reader, HTML5 supported browser (such as Microsoft Edge, Safari, Firefox, or Chrome). Note that Chrome is the primary browser used by Versaterm and the only browser officially certified.
Usage	Browser-based vRMS (WebRMS) Other non-Versaterm installations (e.g., Web browser, email, word processor, etc.)

1.2 MOBILE DATA COMPUTERS (WITH MAPS)

Computer	An IBM-compatible computer with full Windows Desktop Operating System
Peripherals	Mouse or pointing device, COMM port, USB ports Touchscreen recommended
Video	Minimum: 1 24 x 6 resolution, 24-bit color depth. MDT can be configured for displaying on non-standard screen aspect ratios. Accelerated graphics card: 64 MB minimum 256 MB recommended, Shader Model 2. minimum, latest drivers
Operating System	Windows 1 (ver 2 4 or later) Windows 11 21H2 or later
Memory	Recommended: GB
CPU	Recommended: I5 or i - 2.5 GHz
Hard Drive	Recommended: GB
Other Software	HTML5 supported browser (such as Microsoft Edge, Safari, Firefox, or Chrome). Note that Chrome is the primary browser used by Versaterm and the only browser officially certified. .Net 4.5 Framework or higher Windows Media Player for Audio
Usage	Versaterm Mobile Data Terminal (MDT) installation (with the use of maps) Versaterm Mobile Report Entry (MRE) installation webRMS Other non-Versaterm installations (e.g., Web browser, email, word processor, etc.)

1.3 VMOBILE

Device	The vMobile application runs on Android and iOS. Devices must meet the following operating system requirements to run vMobile 2. . Android: version . or greater iOS: version 16. or greater
Additional requirements: VPN software to allow secure communication between the devices and the VMC server. Communication between devices and the VMC is through WebSockets on port 6 1 and HTTPS on port 1 16. Mobile Device Management software for deploying the application Server certificates may need to be installed on the device in order to establish a secure connection with the VMC server (IOS has strict certificate requirements. For more information see https://support.apple.com/en-ca/122).	

2 HARDWARE PERIPHERALS

2.1 PROPERTY BAR CODE LABEL PRINTERS

Description / Recommendation:

Smart Label Printer 42 (USB) from Seiko Instruments (or equivalent)
ebra LP2 44 or TLP2 44 (or equivalent)

Usage:

Bar code label printers are used in the Versaterm RMS Property sub-system to print bar code labels for in-custody items. They can also be used to print bar code labels for storage locations.

Note: Please refer to vConnect for the most up to date information on recommended property bar code label printers.

[vConnect Documentation and Downloads Information Sheets Bar Code Printing and Scanning Equipment](#)

2.2 PROPERTY BAR CODE SCANNERS

Description / Recommendation:

Wasp WCS3 CCD bar code scanner (corded)
ebra MC 3 (cordless)
Bluetooth -enabled scanner LS42 with STB 42 (cordless)

Usage:

Bar code scanners are used in the Versaterm RMS Property sub-system to read bar codes, typically when performing property control and evidence continuity group transactions. They are used to facilitate the retrieval of item information by bar code number.

Note: Please refer to vConnect for the most up to date information on recommended property bar code scanners.

[vConnect Documentation and Downloads Information Sheets Bar Code Printing and Scanning Equipment](#)

2.3 DRIVERS LICENSE CARD SWIPE READERS

Description / Recommendation:

Code Reader 14
MagTek Mini (USB) Swipe Reader (or equivalent)
MagTek Mini Port Powered RS-232
L-Tron 331 and 4 1 R
ESeek M-25 and M-26 readers (or equivalent)
Motorola DS45

Usage:

The Versaterm MRE and MDT support the use of both 2D and magnetic stripe readers to quickly enter person information. This is useful as users can perform quick person queries and prefill forms using driver s license information.

Note: Please refer to vConnect for the most up to date information on recommended card swipe readers.

[vConnect](#) [Documentation and Downloads](#) [Information Sheets](#) [Card Scanner-Reader Support](#)

2.4 DOCUMENT SCANNERS

Description / Recommendation:

No specific hardware recommendation

Usage:

Modern networked scanners are recommended to scan paper documents (using the native software that the scanner comes with). The Versaterm browser-based vRMS attachment functionality browses for a file (.PDF preferred, to enable preview) on the MS Windows operating system. The located file(s) can then be attached to events, entities, detail pages, property, or narrative text within the vRMS.

Note:

Please refer to vConnect for detailed information on how connect to and configure your network scanners.

R

This Exhibit contains the form to be used to track Change Orders made to the Agreement as agreed to by the Customer and Versaterm. It is understood by both parties that documenting changes in project status reports including, but not limited to, changes in schedule and staffing, as agreed to by both parties, do not require a Contract Change Log. Any change that has a financial impact must be documented using the form within this Exhibit.

Change Order Form

The following Change Order form is to be used when adding a new entries to the Change Control Log.

Change Order Identification			
Change Order Name		Change Order ID #	
Date Submitted		Priority/Impact (Low/Moderate/High/Critical)	
Description of Change			
Impact Assessment - List the project areas that will be affected by the change as well as the impacts on the schedule and budget.			
Areas Affected	Schedule Impact	Budget Impact	
Acceptance			
Customer Approved By			
Name	Title		
Date	Signature		
VERSATERM Approved By			
Name	Title		
Date	Signature		

EXHIBIT B.9

DATA CONVERSION PLAN

CONTENTS

O r

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1.1 Data Source Review	- 4 -
1.2 Field Mapping Sessions.....	- 4 -
1.3 Data Extraction and Loading Iterations	- 4 -
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2 C r S

2.1 Master name	- 5 -
2.3 Warrants	- 5 -

A d C r

OVERVIEW

The Customer intends to convert data from the following legacy data sources into the Versaterm RMS:

Master Names with Cautions from OnCall RMS
Warrants

The Customer will extract and transform data from its legacy systems into files that conform to Versaterm's data conversion file layout specifications. Versaterm will provide the applicable specifications and will run the data conversion loads into the Versaterm RMS conversion environment for validation purposes.

The conversion process will be iterative. Following each pre-production conversion load, Versaterm will make available warning/error reports and/or other conversion output as applicable. The Customer will review the converted data, validate data quality and field mapping, and correct any issues in the source data, extract logic, or transformed files. Updated files will then be provided to Versaterm for the next pre-production conversion load.

Unless otherwise agreed in writing, Versaterm will perform up to a maximum of five (5) pre-production conversion loads for each conversion type listed in this Exhibit. Additional pre-production conversion loads, if required, may be subject to additional fees through the applicable change order or other mutually agreed process.

Just prior to cutover to Production Use, Versaterm will perform the final production conversion load.

1 ATA CONVERSION STEPS

This section presents details for the specific tasks associated with converting the Customer's legacy data into the Versaterm RMS.

1.1 DATA SOURCE REVIEW

The Customer will provide Versaterm with information regarding the legacy data sources to be converted, including the applicable data tables, relevant data elements, and an approximation of the number of records intended for conversion.

The Customer will also provide sample extracts from the applicable legacy data sources, allowing Versaterm to review the data elements and contents with the Customer.

The purpose of this activity is to review and confirm the Data Conversion Plan, validate the available legacy data sources, and identify any known data considerations that may affect the conversion approach.

1.2 FIELD MAPPING SESSIONS

For the initial data conversion test run for each conversion type, the Customer will provide Versaterm with extract files containing representative sample data from the legacy system.

Versaterm will perform the initial pre-production conversion load using the files provided by the Customer. If the files fail basic technical validation checks, such as file structure, required fields, or formatting issues, Versaterm will provide feedback to the Customer. The Customer will correct the files and provide updated files for reprocessing.

Assuming the files pass basic technical validation, Versaterm will load the data into the Versaterm RMS conversion environment and provide the Customer with available warning/error reports and/or conversion output. The Customer will review the converted data, verify field mapping and data quality, and identify any required corrections to the source data, extract logic, or transformed files.

1.3 DATA EXTRACTION AND LOADING ITERATIONS

Versaterm will perform subsequent pre-production conversion loads using updated files provided by the Customer. The Customer will review the results of each load and make the required corrections to its source data, extract logic, or transformed files based on warning/error reports and/or validation of the converted information in Versaterm RMS.

The purpose of the iterative process is to improve the quality and completeness of the converted data prior to the final production load. The Customer's Project Team is expected to participate in validating converted data and providing feedback to the Customer's Data Conversion Team.

Unless otherwise agreed in writing, the pre-production conversion process is limited to a maximum of five (5) conversion loads for each conversion type:

Up to five (5) pre-production loads for Master Name Index conversion

Up to five (5) pre-production loads for Warrants conversion

The five-load maximum is intended to provide a reasonable iterative validation cycle. If additional pre-production loads are required due to data quality issues, extract changes, scope changes, late changes to mapping decisions, or other factors, additional fees may apply.

Versaterm is not responsible for correcting the Customer's legacy source data or for creating or maintaining the Customer's extract programs unless specifically identified elsewhere in the Statement of Work. The Customer remains responsible for correcting its source data, transformation logic, and supplied conversion files.

1.5 FINAL DATA CONVERSION LOAD

Once the Customer and Versaterm agree that the pre-production conversion results are ready for final conversion, Versaterm will schedule and perform the final production conversion load.

The Customer is responsible for providing final conversion files in the required Versaterm-supported format and in accordance with the agreed cutover schedule. Versaterm will load the final files into the Production RMS database.

2 ATA CONVERSION SCOPE

This section outlines the Versaterm data conversion load programs required for this Project.

The conversion process described in this exhibit applies independently to each conversion type identified below.

2.1 MASTER NAME

The goal of this data conversion is to convert person names with caution codes from the legacy system into the Versaterm RMS Master Name Index.

This data conversion process requires that a unique person identifier be provided for each person where available. The rules for building the Master Name Index and merging names will be discussed and determined as part of the data source review and field mapping process.

The following name records are planned to be included in the conversion:

Names that have a caution code in the legacy RMS

These records may have associated mugshots and/or electronic attachments included in the conversion, if identified as in scope and supported by the agreed conversion file specifications.

Versaterm will perform up to five (5) pre-production Master Name Index conversion loads. Additional pre-production loads may be subject to additional fees.

2.3 WARRANTS

The goal of this data conversion is to convert active Warrants (estimated at ~12,000) from the legacy system into the Versaterm RMS Warrant and Master Name Index.

As associated names are converted, the process will attempt to match with existing names in the Master Name Index. If the Master Name Index record was provided as part of the Master Name Index conversion, the person's unique identifier will be used to support matching. Otherwise, matching logic may be reviewed and adjusted during conversion testing to support the most accurate matching reasonably possible based on the data provided.

Versaterm will perform up to five (5) pre-production Warrant conversion loads. Additional pre-production loads may be subject to additional fees.

ASSUMPTIONS AND CONSTRAINTS

The Customer will provide conversion files in the format specified by Versaterm.

Versaterm will provide the applicable file layout specifications and guidance regarding the required conversion format.

Versaterm will perform the pre-production and final production conversion loads.

The Customer will validate converted data and correct source data, extract logic, transformation logic, and supplied files as required.

The pre-production conversion process is limited to a maximum of five (5) loads per conversion type, unless otherwise agreed in writing.

Additional pre-production loads, scope changes, late mapping changes, or significant data quality remediation may result in additional fees.

The final production conversion load is dependent on the Customer providing final conversion files in the agreed format and within the agreed cutover timeline.

Service Schedule Attachments

Mindbase Exhibits C.1 and C.2

EXHIBIT C-1

GENERAL TERMS — MINDBASE

PREAMBLE

These General Terms are attached to and form part of the Service Schedule for VCAD/VRM (the "Service Schedule") and incorporates by reference the terms and conditions of the Master Software and Services Agreement (the "MSA"). These General Terms govern Customer's access to and use of Mindbase, which is provided as part of Customer's VCAD/VRM subscription. The Mindbase subscription shall commence upon Provisioning and shall be co-terminus with the VCAD/VRM Service Schedule. Capitalized terms used but not defined herein shall have the meanings ascribed to them in the MSA. In the event of a conflict between these General Terms and the MSA, these General Terms shall prevail to the extent of the inconsistency. In the event of a conflict between these General Terms and the Service Schedule, the General Terms shall prevail to the extent of the inconsistency.

1. DEFINITIONS

The following definitions apply to this Service Schedule and, where applicable, shall supersede any corresponding definitions in the MSA.

- (a) "Customer Contact Data" means data Versaterm collects from Customer, its Authorized Users, and their end users for business contact purposes.
- (b) For purposes of this Service Schedule, "Customer Data" as defined in the MSA is further clarified to exclude Customer Contact Data, Service Use Data, information from publicly available sources, Third-Party Data, and Versaterm Data.
- (c) "Non-Versaterm Content" means Customer or third-party software, services, content, and data that is not provided by Versaterm.
- (d) "Process" or "Processing" means any operation or set of operations performed on personal information or on sets of personal information, whether or not by automated means, such as collection, recording, copying, analyzing, caching, organization, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure, or destruction.
- (e) "Service Use Data" means data generated by Customer's use of the Software and Subscription Services or by Versaterm's support of the Software and Subscription Services, including product performance and error information, activity logs, and date and time of use.

2. MODIFICATIONS

Versaterm may modify the Software and Subscription Services and any related systems, provided that such modifications do not materially degrade the functionality described in the

applicable Ordering Document. User Documentation for the Software may be updated by Versaterm to reflect any such modifications.

3. USER CREDENTIALS

3.1. If applicable, Versaterm will provide Customer with administrative user credentials for the Software, and Customer will ensure such administrative user credentials are accessed and used only by Customer's employees with training on their proper use.

3.2. Customer will protect, and will cause its Authorized Users to protect, the confidentiality and security of all user credentials, including any administrative user credentials, and maintain user credential validity, including by updating passwords.

3.3. Customer will be liable for any use of the Software through such user credentials (including through any administrative user credentials), including any changes made to the Software or issues or user impact arising therefrom.

3.4. To the extent Versaterm provides services to Customer in order to help resolve issues resulting from changes made to the Software through user credentials, including through any administrative user credentials, or issues otherwise created by Authorized Users, such services will be invoiced to Customer on a time and materials basis, and Customer will pay all invoices in accordance with the payment terms of the MSA.

4. SUPPORT OF DOWNLOADED CLIENTS

The Mindbase Wellness App is available in the iOS App Store and Google Play store for download. Authorized Users may install the app on their mobile device(s) or access content through a web browser.

Versaterm may update the current version of its client at any time, including for bug fixes, product improvements, and feature updates. Customer acknowledges that continued use of the Mindbase Wellness App may require Authorized Users to install the most current version of the client as made available by Versaterm.

5. CUSTOMER-PROVIDED EQUIPMENT

5.1. Certain components, including equipment and software, not provided by Versaterm may be required for use of the Software and Subscription Services ("Customer-Provided Equipment"). Customer will be responsible, at its sole cost and expense, for providing and maintaining the Customer-Provided Equipment in good working order.

5.2. Customer represents and warrants that it has all rights in Customer-Provided Equipment to permit Versaterm to access and use the applicable Customer-Provided Equipment to provide the Software and Subscription Services under this Agreement, and such access and use will not violate any laws or infringe any third-party rights (including intellectual property rights).

Customer (and not Versaterm) will be fully liable for Customer-Provided Equipment. Customer will immediately notify Versaterm of any Customer-Provided Equipment damage, loss, change, or theft that may impact Versaterm's ability to provide the Software and Subscription Services. Customer acknowledges that any such events may cause a change in the Fees or performance schedule under these General Terms.

6. NON-VERSATERM CONTENT

6.1. In certain instances, Customer may be permitted to access, use, or integrate Non-Versaterm Content with or through the Software and Subscription Services. If Customer accesses, uses, or integrates any Non-Versaterm Content with the Software and Subscription Services, Customer will first obtain all necessary rights and licenses to permit Customer's and its Authorized Users' use of the Non-Versaterm Content in connection with the Software and Subscription Services.

6.2. Customer will also obtain the necessary rights for Versaterm to use such Non-Versaterm Content in connection with providing the Software and Subscription Services, including the right for Versaterm to access, store, and process such Non-Versaterm Content and to otherwise enable interoperation with the Software and Subscription Services.

6.3. Customer represents and warrants that it will obtain the foregoing rights and licenses prior to accessing, using, or integrating the applicable Non-Versaterm Content with the Software and Subscription Services, and that Customer and its Authorized Users will comply with any terms and conditions applicable to such Non-Versaterm Content.

6.4. Customer acknowledges and agrees that Versaterm is not responsible for, and makes no representations or warranties with respect to, the Non-Versaterm Content (including any disclosure, modification, or deletion of Customer Data resulting from use of Non-Versaterm Content or failure to properly interoperate with the Software and Subscription Services).

6.5. If Customer receives notice that any Non-Versaterm Content must be removed, modified, or disabled within the Software and Subscription Services, Customer will promptly do so.

6.6. Versaterm will have the right to disable or remove Non-Versaterm Content if Versaterm believes a violation of law, third-party rights, or Versaterm's policies is likely to occur, or if such Non-Versaterm Content poses or may pose a security or other risk or adverse impact to the Software and Subscription Services, Versaterm, Versaterm's systems, or any third party (including other Versaterm customers).

7. END USER LICENSES

Notwithstanding any provision to the contrary in the MSA, certain software included in or delivered as part of the Software and Subscription Services may be governed by a separate license, end user license agreement ("EULA"), or other agreement, including terms governing third-party software such as open-source software. Customer shall comply, and shall ensure that all Authorized Users comply, with the terms and conditions of such additional license agreements. In the event of a conflict between any such separate license agreement and the MSA

or these General Terms with respect to the applicable software component, the terms of the separate license agreement shall control solely as to that component.

8. PROCESSING CUSTOMER DATA

8.1. Versaterm Use of Customer Data. To the extent permitted by law, Customer grants Versaterm the right to use Customer Data to (a) perform Services and provide the Software under the MSA, (b) analyze the Customer Data to operate, maintain, manage, and improve Versaterm products and services, and (c) create new products and services. Customer represents and warrants that Customer's instructions, including appointment of Versaterm as a processor or sub-processor, have been authorized by the relevant controller.

8.2. Collection, Creation, Use of Customer Data. Customer represents and warrants that the Customer Data, Customer's collection, creation, and use of the Customer Data (including in connection with the Software and Subscription Services), and Versaterm's use of such Customer Data in accordance with the MSA, will not violate any laws or applicable privacy notices or infringe any third-party rights (including intellectual property and privacy rights). Customer also represents and warrants that the Customer Data will be accurate and complete, and that Customer has obtained all required consents, provided all necessary notices, and met any other applicable legal requirements with respect to collection and use (including Versaterm's and its subcontractors' use) of the Customer Data as described in the MSA.

8.3. Data Retention and Deletion. Except for anonymized Customer Data as described in Section 7.1 of the MSA, or as otherwise provided under the MSA, Versaterm will delete all Customer Data no later than ninety (90) days following termination or expiration of the MSA or these General Terms, unless otherwise required to comply with applicable law. Any requests for exportation or download of Customer Data must be made by Customer in writing before expiration or termination in accordance with Section 23 (Notices) of the MSA. Versaterm will have no obligation to retain Customer Data beyond expiration or termination unless Customer has purchased extended storage through a mutually executed Service Schedule.

8.4. Service Use Data. Customer understands and agrees that Versaterm may collect and use Service Use Data for its own purposes, including to (a) operate, maintain, manage, and improve existing and create new products and services, (b) test products and services, (c) aggregate Service Use Data and combine it with that of other users, and (d) use anonymized or aggregated data for marketing, research, or other business purposes.

8.5. Third-Party Data and Versaterm Data. Versaterm Data and Third-Party Data may be available to Customer through the Software and Subscription Services. Customer and its Authorized Users may use such data as permitted by Versaterm and the applicable Third-Party Data provider, as described in the applicable Addendum. Unless expressly permitted in the applicable Addendum, Customer will not, and will ensure its Authorized Users will not: (a) use Versaterm Data or Third-Party Data for any purpose other than Customer's internal business purposes; (b) disclose the data to third parties; (c) "white label" such data or otherwise misrepresent its source or ownership, or resell, distribute, sublicense, or commercially exploit the data; (d) use such data in violation of applicable laws; (e) remove, obscure, alter, or falsify any marks or proprietary rights

notices; or (f) modify such data or combine it with Customer Data or other data, or use the data to build databases. Any rights granted with respect to Versaterm Data or Third-Party Data will immediately terminate upon termination or expiration of the MSA or these General Terms. Versaterm or the applicable Third-Party Data provider may suspend, change, or terminate access to such data if use violates the MSA, applicable law, or Versaterm's agreement with the applicable provider. Upon termination of such rights, Customer and all Authorized Users will immediately discontinue use, delete all copies, and certify such deletion to Versaterm. Versaterm will have no liability for Third-Party Data or Versaterm Data available through the Software and Subscription Services. Versaterm and its Third-Party Data providers reserve all rights not expressly granted in an Addendum or Ordering Document.

8.6. Versaterm as a Controller or Joint Controller. In all instances where Versaterm acts as a controller of data, it will comply with the applicable provisions of its Privacy Statement at <https://getmindbase.com/privacy-policy>, as may be updated from time to time. Versaterm holds all Customer Contact Data as a controller and shall Process such Customer Contact Data in accordance with the Privacy Statement. In instances where Versaterm is acting as a joint controller with Customer, the Parties will enter into a separate Addendum to these General Terms to allocate the respective roles as joint controllers.

Introduction and Purpose

VersaTerm M d r d r d r r r
r d r . r d r
d d r. V r r M d
d d r . r r d r d
r d r r d r r r
d r r r dr r r .U d r d d
r C r V r r d r d
r d d r d r d r d
d r P r d L A r .

T r r d r r r r d S .

V r r d d r r C r r d
r r d r r
.V r r r d C r r d d
d r rd d
d r .

T SO d r r dr r S
.I d r r r d r
r r r r d d
r r V r r d C r d r .

Mindbase will be delivered after the VersaTerm vCAD is in Production Use. Mindbase integration will be exclusively to the vCAD/vRMS.

Project Objectives

Ongoing objectives of the VersaTerm Implementation project:

Pr d r d d r
d
Pr d r d r r r
r r r d r
D r d d dr d r
r d C r CAD/ RMS d .

Specific SOW objectives:

C
I d r M d r
I d r r CAD/ RMS r
Pr d S Ad r Tr
Pr d P r T d r r
Pr d d
E d V r r d r r
Pr d 2
H d C r S T d r d V r r S r P r r

Project Assumptions and General Responsibilities

Project Assumptions

T M d S d A dr d r OS d d
r .
T d r V r r CAD
Pr d U d V r r r d r r C r
r d d r d r .
C r r d r r d r r
r d d r d
r .

Customer Responsibilities

M V r r Pr M r
P r r d r d V r r d
r
R d d r d V r r Pr
M r
(d d) M d r dr d r OS
d
E r d d r r r r

Versaterm Project Team Responsibilities

C r d d r r
 M d r
 P r r d
 C rd d d r r d d
 V r r
 C d r d r
 Pr d r dr dr C r
 r d r d rd r
 r

Project Tasks and Responsibilities

T r d d dr r r r d
 d SO .V r r dC r r r r
 r r r rd
 d rr r r .
 T r d rd r r. S
 r rr r .
 S rd r (r d r .)
 r .V r r r d d r
 r rd r r r r d r r r
 r r r .

Pre-Installation and Project Kickoff Meeting

Task Description

Pr P r d
C r d V r r r r . V r r d r
r r C r r . T Pr
d d r d d SO r
/ d dr dr r . T Pr
d d r r r d r
d dr d r d r

Deliverables

V r r d C r d d C rr r r r
d d r C rr d . T
d V r r r r r . T r
d (0) d r d . T r r
r r d r S Ad r Tr .
A r 0 d V r r r r d V r r d r d r
r d r d . D r r C r
r d r dd d
r r .

Prerequisites

S d A r

Completion Criteria

T d r d r .

Versaterm

Customer

Responsibilities

– C d Pr K M

Responsibilities

S d r r PKM
A d PKM

Pre-Installation and Project Kickoff Meeting

Required Staff

Pr r

Required Staff

$$\begin{array}{ccccccc} \text{Pr} & & \text{S} & & r(d) & & \\ \text{Pr} & & & & & & r(d) \\ & r & & r & & r & \\ & rd & r & & & &) \end{array}$$

Install/Configure Mindbase Application

Task Description

V r r r d S d OS r
A dr d d rd d CAD/ RMS r . V r r r
r M d d M d d r . T
r r d r d r
r . V r r r - CAD/ RMS r
d r C r r rr d r d r r r
M d d rd.

V r r r d C r OS dA dr d .C r
r r d .

Deliverables

I	M	d	d	rd	d	
I	M	d				r
C	r	d	S	CAD/	RMS	r

Prerequisites

M r d V r r CAD

Completion Criteria

T V r r d r M d
r d r d d r d
r r d r r d r d r r d .

Install/Configure Mindbase Application	
Versaterm	Customer
Responsibilities I r M d Cr d r I r r CAD/ RMS V r rr d d rd T d d r C r	Responsibilities Pr d CAD/ RMS d I d T d P r I M d d r OS rA dr dd V r rr d d rd
Required Staff S r Pr r D (r r r)	Required Staff IT r P r r / d

System Administration Training

Task Description

V r r d r r r C r r . P r r
d d r r d . D r r V r r
d r .

S d r r d r r d d r
r d d r r M d . r
C r r r r l d T /l L r
d rd. C r r l d T /l L r r
r .

Deliverables

– S Ad r Tr
M d
l d T /l L r

Prerequisites

M d

Completion Criteria

T C r r r d
d r M d r d r d l d T /l L
r d rd .

Versaterm

Customer

Responsibilities

S Ad r Tr
D r M d

Responsibilities

E r r r r
d S Ad r
Tr
C r l d T /l
L d rd

Required Staff

Pr r

Required Staff

Pr

Conduct Peer Team End User Training

Task Description

V r r d r d r r

Deliverables

P rT E d r r

Prerequisites

M d d d r d

Completion Criteria

T V r r r d d d r r

Versaterm

Pr d d r r

Customer

E r r r r
d r

Required Staff

Tr r

R r dS

P rT M r

Go-Live and Post Go-Live Assistance	
Task Description V r r r r d d C r r r r r d r r r . A r d d d P r T d r r . V r r C r r dd d d r d d r2 r d . C r r r d d r C r r d dd . Deliverables d P C r r M d L K r r Prerequisites C r Completion Criteria T r r S d d r d r d d.	
Versaterm	Customer
O r r d r M r d d d r2 r	E r r r r d Pr d d d d d r R d r V r r
Required Staff	Required Staff
Pr r S r	Pr r P r T r

Customer Success Handoff	
Task Description T C V r r S r P r :	
Deliverables - C r S r d d d l r d V r r S r P r	
Prerequisites r d	
Completion Criteria T r d d r .	
Mindbase	Customer
Responsibilities A r r d	Responsibilities C r
Required Staff C r	Required Staff A

Project Completion
Task Description T d d d C r d
Major Milestones Completed Pr K M

Project Completion	
C r M d r d rd r d dM d d d S Ad r r – CAD/ RMS I r P rT E d r r 2 P I r d d d r (S) Completion Criteria T d r	
Versaterm	Customer
Responsibilities R r r d r	Responsibilities M rM d S L rr r r r d
Required Staff Pr r C r	Required Staff Pr / d

Customer Success Handoff
Task Description T d V r r r C r r . V r r r d r V r r S r P r : Deliverables – C rS r d d d I r d V r r S r P r Prerequisites r Completion Criteria T r d d r .

Customer Success Handoff	
Mindbase	Customer
Responsibilities A r r d	Responsibilities C r r
Required Staff C r	Required Staff A

Contract Exhibit 2



**POLICE DEPARTMENT RECORDS MANAGEMENT AND FIELD-BASED REPORTING
SYSTEM SOLUTION AGREEMENT #2017190**

CITY OF MESA, an Arizona municipal corporation

Department Name	City of Mesa – Purchasing Department
USPS Address	P.O. Box 1466 – MS 3320
	Mesa, AZ 85211-1466
Delivery Address	20 E Main Street, Suite 400
	Mesa, AZ 85201
Attention	Kristy Garcia, CPPB Senior Procurement Officer
Telephone	(480) 644-5052
Email Address	Kristy.Garcia@mesaaz.gov

With a copy to: City of Mesa – Information Technology Department
Attn: Suzanne Alberts, IT Purchasing & Contracts Coordinator
PO Box 1466
Mesa, AZ 85211-1466
Suzanne.Alberts@mesaaz.gov

Versaterm, Inc., an Ontario, Canada Corporation

Company Name	Versaterm, Inc.
Mailing Address	2300 Carling Avenue
	Ottawa, ON K2B 7G1
	Canada
Attention	Warren Loomis, President and Chief Executive Officer
Telephone	613-820-0311
Email Address	wloomis@versaterm.com

With a copy to: Versaterm, Inc.
Attn: Terri Rosales
2300 Carling Avenue
Ottawa, ON K2B 7G1
Canada
Terri.Rosales@versaterm.com

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POLICE DEPARTMENT RECORDS MANAGEMENT AND FIELD-BASED REPORTING SYSTEM SOLUTION
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THIS POLICE DEPARTMENT RECORDS MANAGEMENT SYSTEM (PDRMS) SOLUTION AGREEMENT ("Agreement") is made and entered into as of July 3, 2018 ("Effective Date"), by and between the City of Mesa, an Arizona municipal corporation ("City"), and Versaterm, Inc., an Ontario, Canada corporation ("Contractor" or "Versaterm").

WHEREAS, City requires a PDRMS Solution or third-party hosted "software as a service" ("Solution" / "Services," as further described herein) with respect to certain of its information technology needs; and

WHEREAS, on August 21, 2017, Contractor submitted its Proposal to City for a PDRMS Solution as described in the City's RFP #2017190; and

WHEREAS, Contractor wishes to provide/perform the Solution/Services and acknowledges the successful implementation/performance of the Solution/Services and the security and availability of City's data ("City Data," as further described herein) are critical to the operation of City's business; and

WHEREAS, Contractor has agreed to provide the Services, Software, and professional services for all customization, development, implementation, training, maintenance and support services relating to implementation of a PDRMS Solution to/for City, all on the terms and conditions set forth herein; and

WHEREAS, City by appropriate action on July 3, 2018, awarded a contract to Contractor and

NOW, THEREFORE, in consideration of the mutual covenants and representations set forth in this Agreement, the parties hereby agree as follows:

1. **Definitions.** The following definitions shall have the meanings in the Agreement and in any Exhibit hereto.
 - 1.1 **Application Software** means Contractor-licensed software, including all corrections, modifications, additions, improvements, and enhancements to such Application Software, provided by the Contractor for use in conjunction with the Solution, together with any Documentation and other related materials for the Application Software, as set forth in Exhibit D – Price and Payment Terms. The Application Software may consist of separate software modules.
 - 1.2 **Arizona Public Records Law** means Arizona Revised Statutes, Title 39, Chapter 1, Article 2, Sections 39-121, 39-121.01, 39-121.02, and 39-121.03.
 - 1.3 **Authorized Person** means an employee or independent contractor of Contractor who has a legitimate need to know or otherwise access City Data to enable Contractor to perform its obligations under this Agreement, and who is bound in writing by confidentiality obligations sufficient to protect City Data in accordance with the terms and conditions of this Agreement.

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- 1.4 **Authorized Users** means an employee or independent contractor of City (solely to the extent such contractor is providing service to City), who has been authorized by City to use the Product.
- 1.5 **Business Day** for the purposes of this Agreement shall mean weekdays, Monday through Friday, excluding holidays recognized by the City.
- 1.6 **City** means the City of Mesa and includes without limitation all past or present official legal representatives, City Manager, Mayor, and City Council, and all current and former employees of the City of Mesa.
- 1.7 **City Data** means all data (including Personal Data), information, content, and other materials stored or transmitted by the City and any Authorized User through the Solution, excluding any Third Party Data and any Contractor Data.
- 1.8 **Critical Priority Errors** means complete system failure where the Product is not available for use.
- 1.9 **Customization** means an extension or modification of a Product feature that requires custom coding and/or implementation.
- 1.10 **Day** means a calendar day, unless otherwise specified.
- 1.11 **Defect** means a deviation between the Solution or a component thereof, and the requirements set forth in the Documentation, provided, however, that Defects do not include “cosmetic” deviations.
- 1.12 **Deliverable** means Software, Documentation, Services, and any other items identified in the Schedule of Items and Services to be Provided.
- 1.13 **Documentation** means the user guides, administration guides, release notes, technical information, and training materials, and any other documentation provided by Contractor throughout the Agreement for the Solution that Contractor provides the City.
- 1.14 **Exhibit** means one or more documents (sequentially-numbered), each of which includes a specific description of the Deliverables/Services to be provided, performance dates, price for such Deliverables/Services, and any other information necessary to document the parameters of the Deliverables/Services to be provided.
- 1.15 **Fees** means the monetary amount to be paid by the City to Contractor for the rights granted and services provided under this Agreement, as mutually agreed upon and listed in Exhibit D .
- 1.16 **Go Live** means the date on which the Onboarding Period ends, and the Production Period begins, as further defined in the Statement of Work (Exhibit A.1).
- 1.17 **High Priority Error** means a serious problem that materially affects the operational use of the Product.
- 1.18 **Intellectual Property Rights** means all intellectual and industrial property rights, whether now existing or existing in the future, including without limitation, (i) all

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patent rights, including any rights in pending patent applications and any related rights; (ii) all copyrights and other related rights throughout the world in works of authorship, including all registrations and applications therefor; (iii) all trademarks, service marks, trade dress or other proprietary trade designations, including all registrations and applications therefor (iv) all rights throughout the world to proprietary know-how, trade secrets and other confidential information, whether arising by law or pursuant to any contractual obligation of non-disclosure; and (v) all other rights covering industrial or intellectual property recognized in any jurisdiction.

- 1.19 **Major Enhancement Release** means a change or a new release of the Product then in use by the City containing new functions, features, and enhancements that have become part of the standard system.
- 1.20 **Minor Enhancement Release** means a change or new release of the Product then in use by the City designed to correct Problem(s) and/or provide minor functionality additions.
- 1.21 **On-Site Application Software** means Contractor's proprietary software programs as described in the definition "Application Software" that are installed and used on City's own systems or premises, on the license terms set out in Exhibit E.
- 1.22 **Onboarding Period** means the period during the Term before the Production Period, during which Contractor will provide Onboarding Services.
- 1.23 **Onboarding Services** means the evaluation, consultation, implementation, customization, configuration, development of interfaces, and other services provided by Contractor in connection with the Product. This is including, but not limited to, project management, re-engineering/implementation, training, conversion, and installation as listed in the Price and Payment Terms (Exhibit D) and as further described in the Statement of Work (Exhibit A.1), and related onboarding documentation, which are detailed in Exhibits A through A.10.
- 1.24 **Performance Credits** means the agreed-upon credits to be applied to an invoice, as a result of Service Provider's failure to meet requisite Service Levels, as set forth in an Exhibit.
- 1.25 **Personal Data** means the City Data provided to Contractor by or at the direction of the City, or to which access was provided to Contractor by or at the direction of the City, in the course of Contractor's performance under this Agreement that identifies or can be used to identify an individual (including, without limitation, names, signatures, addresses, telephone numbers, e-mail addresses, and other unique identifiers).
- 1.26 **Problem** means a failure of the Product to function substantially in accordance with the Documentation.
- 1.27 **Product** means the combination of the SaaS Services, On-Site Application Software and Documentation, which the City is authorized under the License Terms in Exhibit E

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to use in the course of their normal operations. The term “Product” includes any sort of Major and Minor Enhancement Releases, and Customization.

- 1.28 **Production Period** means the period during the Term following Go-Live of the Product.
- 1.29 **Production Use** means the use of one or more functional application components to collect and manage real police information for the purpose of serving actual police needs; this is in contrast to “testing mode” where real police information may be used, but only for the purpose of evaluation and testing.
- 1.30 **Proposal** means Contractor’s response to the City’s RFP, including without limitation:
 - 1.30.1 Contractor’s Best and Final Proposal.
 - 1.30.2 Contractor’s Original Proposal.
- 1.31 **RFP** means Request for Proposals and includes without limitation:
 - 1.31.1 City of Mesa Request for Best and Final Proposals.
 - 1.31.2 City of Mesa RFP #2017190.
- 1.32 **Services** means the work provided by Contractor Personnel, including but not limited to professional services, as described in the Contract Documents.
- 1.33 **SOC 2 Report** means Service Organization Controls Report 2, which is the outcome of an examination of a service organization's controls over its system relevant to the five areas of trust: security, availability, processing integrity, confidentiality, or privacy.
- 1.34 **Software** means, collectively, the Application Software and/or the Third Party Software. The Software may consist of separate software modules or the applicable software included as a part of the Services, including all updates, improvements, and enhancements thereof from time to time used/developed by Service Provider.
- 1.35 **“Software as a Service” or “SaaS Services”** means the Application Software, and related software-as-a-service, hosting, maintenance and/or support services made available by Versaterm for remote access and use by the Customer, including any Documentation hereto.
- 1.36 **Solution** means the **POLICE DEPARTMENT RECORDS MANAGEMENT AND FIELD-BASED REPORTING SYSTEM** Solution, consisting of the Software, Services, and/or related items, as set forth in the RFP response and any other items to be provided as optional upon City’s exercise of such option(s).
- 1.37 **Source Code** means a collection of computer instructions written using a human-readable programming language. Source Code shall include all material including, but not limited to, design documentation, Software Documentation, reference manuals, libraries for the Software, and interface software, in any form (printed, electronic, or magnetic).

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- 1.38 **Support** means services which are provided by the Contractor to the City, as described herein, regarding Problem(s) encountered with standard, unmodified Product, and with Contractor's modifications to or interfaces with the Products, and which are necessary to:
- 1.38.1 Resolve Problems and provide temporary "work around" solutions, if necessary;
 - 1.38.2 Assist with data manipulation, duplication, or restoration where data has been affected by defects under paragraph 1.38.1 immediately above, but not hardware defects or operator error misuse of any of the software or hardware
 - 1.38.3 Periodically review all Products to identify and resolve Problems on a preventative basis; and
 - 1.38.4 Provide, in a timely manner, all Major and Minor Enhancement Releases.
- 1.39 **Support Authority** means the City's designated employee(s) authorized to approve additional, separately billable time and materials support work, beyond that included within this Agreement.
- 1.40 **Support Contact** mean City's designated employee(s), a consultant providing services directly to the City, or another designated City representative with whom Contractor will communicate when providing Support. The Support Contact must be knowledgeable about how the Product is being used and must be familiar with the operating system under which it is being used.
- 1.41 **Term** means the Initial Term and any Renewal Term.
- 1.42 **Third Party Application** means a third-party service by a Third Party Provider(s) approved by Contractor to which the City and any Authorized User facilitates Contractor's vendor access to, and use of the Solution, via an application programming interface or other means.
- 1.43 **Third Party Data** means any data owned by a third party that the City accesses via the Product.
- 1.44 **Third Party Provider** means third parties, including other vendors, state agencies, and local agencies that control products and/or databases with which the Product are to be interfaced.
- 1.45 **Third Party Software** means all software that is not Application Software, but is provided by Contractor or by City as specified by the Contractor.
- 1.46 **Third Party Systems** means entities designated by City to receive City Data through the enablement of interfaces, and are those entities enumerated in the internal list maintained by Contractor, upon mutual agreement between Contractor and City.
- 1.47 **Third-Party Update** means a change or new release designed to correct problem(s) of a Third Party Application.

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- 1.48 **Third-Party Upgrade** means a change or new release of a Third Party Application containing new functions, features, or enhancements.
 - 1.49 **Versaterm Certified Browsers** means acceptable browsers on which Contractor shall operate its Application Software. This internal list shall be maintained by Contractor.
 - 1.50 **Virus** means any virus, trojan horse, worm, spyware, phishing, spam or other software routine or component designed to permit unauthorized access to disable, erase, or otherwise harm software, equipment, or data, or to perform any other such actions.
 - 1.51 **Warranty Period** means the one-year period following the Go Live date, provided, however, if the Final Acceptance Test exceeds the 30 Day period set forth in the Acceptance Testing Process, the Warranty Period shall be extended by the same number of Days.
2. **Contract Documents, Order of Precedence.** The following documents are hereby incorporated into this Agreement by reference ("Contract Documents"). In the event of any conflict among the Contract Documents, the Contract Documents will control in the following order:
- 2.1 Amendments, executed from time to time
 - 2.2 This Agreement
 - 2.3 Exhibit A – Onboarding Services (individual or collectively), as executed from time to time
 - Exhibit A.1 – Statement of Work
 - Exhibit A.2 – Project Implementation Schedule
 - Exhibit A.3 – Interface Control Document (ICD)
 - Exhibit A.4 – Data Conversion Plan
 - Exhibit A.5 – Acceptance Testing Plan
 - Exhibit A.6 – Training Plan
 - Exhibit A.7 – Change Order Process
 - Exhibit A.8 – System Performance and Availability Standards
 - Exhibit A.9 – Options
 - Exhibit A.10 – Technical Glossary
 - 2.4 Exhibit B – Insurance Requirements
 - 2.4 Exhibit C – Annual Subscription Support Terms
 - 2.5 Exhibit D – Price & Payment Terms
 - 2.6 Exhibit E – License Terms
 - 2.7 Exhibit F – Documentation

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2.8 Exhibit G – Minimum Client and Peripheral Specifications

2.9 Contractor's/Service Provider's Proposal, as amended by clarification during proposal evaluation.

2.10 City's RFP with City Standard Terms and Conditions, as amended by any addenda.

All exhibits, attachments, schedules, and recitals to this Agreement are hereby incorporated into this Agreement by this reference.

It is not uncommon for changes to be identified and mutually agreed to as necessary during the term of an agreement, such as this Agreement. This may involve changes to software, hosting services, functionality, training, etc. with an associated additional cost, or it may entail changes to schedules, sequences, staff, etc. that do not involve changes to costs. In either event, such changes must be documented in writing. Changes without financial impact will be documented in the form of project status reports. All changes with financial impact or that result in any amendment to the terms of this Agreement will follow the change order process set forth in Change Control Log (Exhibit A.7).

3. Term of the Agreement.

3.1 **Initial Term.** The term of this Agreement shall commence on the Effective Date and continue for five (5) years thereafter ("Initial Term"), unless terminated earlier in accordance with Section 18, Termination.

3.2 **Renewal Term(s).** Following the Initial Term, the Agreement shall automatically renew for successive term(s) of 1 year each ("Renewal Term") unless City provides Contractor with written notice of non-renewal at least 30 Days prior to the last day of the then-current Term.

3.3 **Exhibit A Term.** This Agreement will include at least one Exhibit A, as may be amended from time to time, which will have the term set forth therein.

4. The Solution/Services.

4.1 **Purpose.** This Agreement sets forth the terms and conditions under which Contractor agrees to provide certain Software, Services, /hosted "software as a service," and all other services, data import / export, monitoring, support, backup and recovery, change management, technology upgrades, and training necessary for City's productive use of the Solution/Services as further set forth on an Exhibit A.

4.2 **Authorized Users.** Unless otherwise limited in an Exhibit, the City, its official legal representatives, City Manager, Mayor, and City Council, and any of its employees, agents, contractors, or suppliers of services who have a need to use the Services for the benefit of City ("Authorized Users") shall have the right to operate and use the same. Such authorization shall be subject to each aforementioned individual's signing of an acknowledgement and agreement to the Police Department's Rules and Regulations which include a non-disclosure regarding software products and systems in use by the Police Department, or signing a specific non-disclosure agreement pertaining to the software products and systems in use by the Police Department.

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4.3 **Time of the Essence.** See Section S.8 of City Standard Terms and Conditions.

4.4 **Backup and Recovery of City Data.** As a part of the Services, Service Provider is making use of AWS high availability relational database services (RDS) supported across multiple AWS availability zones ("AZ"s) or data centers. That is, there is both a primary database instance configured in one AZ, as well as a secondary database instance in a second AZ (or data center). The primary and secondary databases are replicated in near real time across AZ(s). Should errors be detected on the primary database instance, AWS RDS services will automatically promote the secondary database to primary.

In addition to the above, Service Provider will also maintain separate backups of City Data, including daily database backups, and daily backups of multimedia file attachments and application log files.

In the case a database restore is required, the Service Provider will restore the database from the last daily database backup, and will apply database transaction logs (last complete written transaction log) to recover the database to a current point in time. The point in time recovery will only be available for database backups within the last seven days of daily backup from the current date. Otherwise, database backups will only be able to be recovered to the time the database backup was taken (weekly or monthly backup as appropriate). Database recovery from a backup is typically accomplished at a rate of 30-50MB/second, plus the time to apply the required database transaction logs. During a database recovery, the database is offline for the duration of the restore process.

Database and current file backups are stored in standard AWS cloud storage, where multiple copies are kept within different Availability Zones (data centers) in the secure GovCloud Region.

4.5 **Non-Exclusivity.** See Section S.6 in City Standard Terms and Conditions.

4.6 **Subcontractors.** Contractor shall not enter into any subcontracts for the performance of the Solution/Services, or assign or transfer any of its rights or obligations under this Agreement, without City's prior written consent and any attempt to do so shall be void and without further effect. City's authorization for Contractor to subcontract any (of the) Services shall not relieve Contractor of any of its duties or obligations under this Agreement, and Contractor shall indemnify and hold City harmless from any payment required to be paid to any such subcontractors.

5. **Service Levels.**

5.1 **Service Levels Reviews.** Service Provider and City will meet as reasonably agreed to by the parties, to review the performance of Service Provider as it relates to the Service Levels further described in an Exhibit.

5.2 **Service Level Reporting.** On a monthly basis Service Provider shall provide reports to City describing the performance of the Services and of Service Provider as compared to the Service Levels further described in an Exhibit.

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5.3 **Performance Credits for Failure to Meet Service Levels.** As further described in an Exhibit, in the event Service Provider does not meet any (individual or collectively) of the requisite Service Levels, Service Provider shall:

5.3.1 reduce the applicable invoice to City by the amount of the applicable Performance Credits as a credit; and

5.3.2 use its best efforts to ensure that any un-met Service Level is subsequently met.

Notwithstanding the foregoing, Service Provider will use commercially reasonable efforts to minimize the impact or duration of any outage, interruption, or degradation of Service.

6. **Fees and Expenses.** City shall be responsible for and shall pay to Contractor the fees described in Exhibit D, subject to the terms and conditions contained therein. Any uncontested sum due Contractor under an Exhibit for Services performed shall be due and payable forty-five (45) Days after City's receipt of a properly prepared invoice from Contractor.

6.1 **Billing Procedures.** Contractor shall bill to City the sums due pursuant to each Exhibit D by Contractor's invoice, which shall contain:

- City purchase order number, if any, and invoice number; and
- description of Software delivered and the amount thereof that is due, as applicable; and
- the Services fee or portion thereof that is due, as applicable; and
- sales/use taxes on tangible items, if any; and,
- total amount due.

6.2 **Expense Reimbursement.** The Services Fee, set forth in Exhibit D, includes all costs associated with Contractor's Services under the Exhibits, including without limitation, travel expenses and/or other expenses incurred during such work. Accordingly, the Contractor shall not be entitled to reimbursement for any expenses incurred as a result of the Services performed hereunder.}

6.3 **Credits.** Any amounts due from Contractor may be applied by City against any fees due to Contractor. Contractor agrees to provide any such credits in a manner and form acceptable to City.

6.4 **Non-binding Terms.** Any terms and conditions included in an invoice or a purchase order shall be deemed to be solely for the convenience of the parties, and no such term or condition shall be binding upon either party or become part of this Agreement.

6.5 **Taxes.** See section S.10 City Standard Terms and Conditions.

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7. **Security Clearances and Access to City Facilities.** City shall have final authority, based on security reasons:
- to determine when security clearance of Service Provider personnel is required; and
 - to determine the nature of security clearances, up to and including fingerprinting Service Provider personnel; and
 - to determine whether any individual or entity may provide Services under this Agreement; and
 - to determine whether access to City facilities will be escorted or unescorted.
- 7.1 **Background Investigation.** City shall have the right to review and investigate Service Provider personnel as it deems necessary to protect the security of City's data and/or facilities.
- 7.2 **Access to City Facilities.** City agrees to provide access to City facilities during City's normal business hours and otherwise as reasonably requested by Contractor to implement the Solution/Services, and facilities and equipment resources necessary for training of City personnel. Access to City facilities may be escorted or unescorted, at City's sole discretion, and any access granted shall be subject to City's reasonable security policies and practices.
- 7.2.1 **City Resources.** If required, City agrees to provide Contractor personnel reasonable working space and equipment, similar to that provided to City personnel. Contractor agrees to keep such resources in good order and not permit waste or damage to the same. Contractor shall return the resources to City in substantially the same condition as when Contractor began using them, ordinary wear and tear excepted. Contractor personnel who work on-site at City shall observe City's working rules and schedules, standards for attire, and holiday schedules, unless otherwise specified by City.
- 7.2.2 **Unescorted Access.** Contractor personnel granted unescorted access to City facility(ies) shall be issued an access card, which will allow entry into the designated facility(ies) during authorized hours. Prior to Contractor personnel being issued an access card, Contractor shall complete Attachment 1, Contractor Verification Form. No Contractor personnel shall be permitted unescorted access to City facility(ies) until Contractor has submitted a completed and signed Contractor Verification Form. During any term of this Agreement, if access cards are needed for additional Contractor personnel, or if any Contractor personnel are removed from Contractor's employment, Contractor shall submit a revised completed and signed Contractor Verification Form.
- 7.3 **Removal of Contractor Personnel.** See Section S.15 of City Standard Terms and Conditions.

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8. **Non-Disclosure of Confidential Information.** The parties acknowledge that each party may be exposed to or acquire communication or data of the other party that is confidential, privileged communication not intended to be disclosed to third parties.

8.1 **Definitions of Confidential Information.**

8.1.1 **Contractor Confidential Information.** "Contractor Confidential Information" means Services, Software, Documentation, and other information, which is not generally known to the public, whether of a technical, business or other nature (including, but not necessarily limited to: trade secrets, know how, computer program source codes, and information relating to the customers, business plans, promotional and marketing activities, finances and other business affairs of Contractor).

8.1.2 **City Confidential Information.** "City Confidential Information" means:

- "Personal Information," which includes without limitation, names, addresses, social security numbers, telephone numbers, financial profiles, credit card information, driver license numbers, or any other information identifiable to a specific individual; and
- any information clearly marked or otherwise designated by City as confidential or proprietary at the time of disclosure; and
- any other information, whether oral, machine-readable, or human-readable, relating to the City's management, operations, products, intentions, plans, goals, objectives, inventions, records, costs, technical information.

8.1.3 **Exclusions.** The terms "City Confidential Information" and "Contractor Confidential Information" do not include the Contract Documents or any information or documentation that:

- 8.1.3.1 was publicly available at the time it was disclosed or which, through no act or omission of the disclosing party, becomes publicly available before the disclosing party discloses it to a third-party; or
- 8.1.3.2 a party rightfully discloses to third parties without restriction on disclosure; or
- 8.1.3.3 the receiving party already rightfully possessed, without obligation of confidentiality, before the disclosing party disclosed it to the receiving party; or
- 8.1.3.4 a party rightfully receives without obligation of confidentiality from any unrelated third-party; or
- 8.1.3.5 a party develops independently without reliance upon or use of the other party's Confidential Information; or

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8.1.3.6 the receiving party is required to disclose pursuant to Arizona Public Records Law or other applicable law, subpoena, or other judicial process; or

8.1.3.7 is reasonably necessary for a party to enforce this Agreement.

8.1.4 **Required Disclosures.** In the event a party is required by Arizona Public Records Law or other applicable law, subpoena, or other judicial process, to disclose documents or other information related to this Agreement, the disclosing party agrees to promptly notify the other party to allow such party a reasonable opportunity to seek protective legal treatment for such confidential and/or proprietary information. The disclosing party agrees to cooperate with any efforts undertaken by the other party at disclosing party's expense to contest such subpoena or other proceedings, and further agrees to disclose only that portion of such documents or other information required to be disclosed. Both parties agree and acknowledge that any such disclosure will not violate the provisions of this Agreement.

8.2 **Obligations of Confidentiality.**

8.2.1 **City Obligations.** Subject to Arizona Public Records Law, City agrees to hold all Contractor Confidential Information in confidence and not to copy, reproduce, sell, transfer, or otherwise dispose of, give or disclose such Contractor Confidential Information to third parties other than employees, agents, or subcontractors who have a need to know in connection with this Agreement, or to use such Contractor Confidential Information for any purposes whatsoever other than the performance of this Agreement. City agrees to advise and require its employees, agents, and subcontractors of its obligations to keep such information confidential.

8.2.2 **Contractor Obligations.** Contractor agrees to hold all City Confidential Information in confidence and not to copy, reproduce, sell, transfer, or otherwise dispose of, give or disclose such City Confidential Information to third parties other than employees, agents, or subcontractors who have a need to know in connection with this Agreement, or to use such City Confidential Information for any purposes whatsoever other than the performance of this Agreement. Contractor agrees to advise and require its employees, agents, and subcontractors of its obligations to keep such information confidential.

8.2.3 **Nondisclosure of City Confidential Information.** Contractor will respect the confidentiality of City Confidential Information, and except as set forth in Section 8.1.4, Required Disclosures, will make no disclosure thereof to third parties, nor shall Contractor use City Confidential Information for its own purposes, except upon written permission of City, which shall be at City's absolute and sole discretion. If Contractor loses or makes unauthorized disclosure of City Confidential Information, it shall notify the City immediately

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and take all steps reasonable and necessary to retrieve the lost or improperly disclosed information. Notwithstanding the foregoing, Contractor may disclose such information to its officers, directors, and employees, provided such parties:

- 8.2.3.1 have duties justifying their need to know the City Confidential Information;
- 8.2.3.2 have been clearly informed of their obligation to maintain the confidential status of City Confidential Information; and
- 8.2.3.3 have been informed of this Section 8 and have executed an Attachment 2, Non-Disclosure Acknowledgement and Compliance Form.

8.3 **Nonuse of Confidential Information.** Neither party shall, without the other party's prior written consent, provide any service or advice to any other person, company, firm, agency or organization, which results in the disclosure of such party's confidential information provided under this Agreement, nor will either party, without the other party's prior written consent, provide any service or advice in connection with such party's confidential information.

8.3.1 **Nonuse by Contractor.** Contractor acknowledges that all City documents, data, and other materials, including without limitation City Confidential Information, which are furnished by City under this Agreement, whether in machine-readable or human readable form, shall remain the sole property of City. Except as set forth Section 9.2, City Data, neither this Agreement, nor any disclosure of City Confidential Information, shall be deemed to grant Contractor any license or other intellectual property right to such information.

8.3.2 **Nonuse by City.** City acknowledges that Contractor Confidential Information, which is furnished by Contractor under this Agreement, whether in machine-readable or human readable form, shall remain the sole property of Contractor. Except as set forth Section 9.1, Pre-Existing Materials, neither this Agreement, nor any disclosure of Contractor Confidential Information, shall be deemed to grant City any license or other intellectual property right to such information.

8.4 **Cooperation to Prevent Disclosure of Confidential Information.** Each party shall use the same care to prevent disclosure of the other party's confidential information as it uses with respect to its own confidential information of a similar nature, which shall not in any case be less than the care a reasonable business person would use under similar circumstances. Each party shall use its best efforts to assist the other party in identifying and preventing any unauthorized use or disclosure of any confidential information. Without limiting the foregoing, if a party learns or has reason to believe that any person who has had access to the other party's confidential information has violated or intends to violate the terms of this Agreement, such party will immediately

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notify the other party and will fully cooperate with the other party in seeking injunctive or other equitable relief against any such person.

8.5 **Remedies for Breach of Obligation of Confidentiality.** Each party acknowledges that the confidential information of the other party constitutes the valuable trade secrets of the other party, and that breach of the obligations of confidentiality by one party may give rise to irreparable injury to the other party, which damage may be inadequately compensable in the form of monetary damages. Accordingly, the damaged party may seek and obtain injunctive relief against the breach or threatened breach of the foregoing undertakings, in addition to any other legal remedies which may be available, to include, at the sole election of the damaged party, the immediate termination, without penalty to the damaged party, of this Agreement or any Exhibit A, in whole or in part.

8.6 **Restriction on Access to Personal Information.** Unless City, in its sole and absolute discretion, provides authorization in writing, Contractor shall not allow any subcontractor to have access to Personal Information, and any attempt to do so shall be a breach of this Agreement. City's authorization for Contractor to subcontract any of the Services shall not relieve Contractor of any of its duties or obligations of confidentiality under this Agreement, and Contractor shall indemnify and hold City harmless from any breach of the terms of this Section 8 by any such subcontractors.

8.7 **Offshore Services.** The parties acknowledge and agree Services provided under this Agreement shall not be performed outside of those countries that participate in the CJIS advisory policy board, such as the United States and Canada, nor shall Personal Information, as that term is defined in Section 8.1.2, City Confidential Information, be stored on any computing equipment located outside the United States, except by City's explicit prior, written authorization, at City's sole discretion. For purposes of this Section 8.7, "United States" shall mean the forty-eight contiguous states, Alaska, Hawaii, and the District of Columbia.

Notwithstanding the above, Contractor may perform Services offshore where no City Data or Personal Information is being utilized, but all Services involving the use of City Data or Personal Information, (i.e. testing) shall be performed within those countries that participate in the CJIS advisory policy board, such as the United States and Canada.

8.8 **Residual Knowledge.** As used in this Section 8, the term "Residual Knowledge" shall mean the confidential information disclosed under this Agreement that may be retained in the unaided memories of the receiving party's personnel, having had access to that confidential information in connection with providing Services; provided, however, that Residual Knowledge shall not include any confidential information remembered with the aid of mnemonic devices, notes or other documents, tapes, disks, or intentionally memorized in any other way. Notwithstanding anything to the contrary in this Agreement, either party shall be free to use Residual Knowledge to gain generic or peripheral knowledge in its business activities, or to enhance its ideas, concepts, know-how and experience for use in development, manufacture, marketing and

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maintenance of its own products and services. Use of Residual Knowledge shall not grant any license for such Residual Knowledge.

9. **Proprietary Rights.**

9.1 **Pre-existing Materials.** City acknowledges that, in the course of performing the Services, Contractor may use software and related processes, instructions, methods, and techniques that have been previously developed by Contractor (collectively, the "Pre-existing Materials") and that same shall remain the sole and exclusive property of Contractor.

9.2 **Software.** Contractor represents that the Software and Software Documentation is Contractor's (or its suppliers') property. The Software and Software Documentation will remain the property of Contractor (or its suppliers), and City will not be deemed by virtue of the License Agreement or any access to such Software or Software Documentation to have acquired any right, title or interest in or to the Software or Software Documentation.

9.3 **City Data.** City's information, or any derivatives thereof, contained in any Service Provider repository ("City Data," which shall also be known and treated by Service Provider as City Confidential Information) shall be and remain the sole and exclusive property of City. City shall be entitled to an export of City Data, without charge, upon the request of City, during Transition Assistance Period, or upon termination of this Agreement. Service Provider is provided a license to City Data hereunder for the sole and exclusive purpose of providing the Services, including a license to store, record, transmit, maintain, and display City Data only to the extent necessary in the provisioning of the Services, and City shall retain all right, title and interest in and to City Data. This disclosure of City Data shall not be deemed to grant Service Provider any other intellectual property right to such information.

9.4 **No License Granted.** Except as expressly set forth in this Section 9, no license is granted by either party to the other with respect to such party's confidential information, Pre-existing Materials, or City Data. Nothing in this Agreement shall be construed to grant to either party any ownership or other interest in the other party's confidential information, Pre-existing Materials, or City Data.

10. **Information Security.** Contractor acknowledges City has implemented information security processes and policies to protect City's information assets (collectively, the "Protected Data"). Where Contractor has access to Protected Data, Contractor acknowledges and agrees to the following:

10.1 **Undertaking by Contractor.** Without limiting Contractor's obligation of confidentiality as more fully described in Section 8, Non-Disclosure of Confidential Information, Contractor shall be responsible for establishing and maintaining an information security program that is designed to:

10.1.1 ensure the security and confidentiality of Protected Data; and

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- 10.1.2 protect against any anticipated threats or hazards to the security or integrity of Protected Data; and
- 10.1.3 protect against unauthorized access to or use of Protected Data; and
- 10.1.4 ensure the proper disposal of Protected Data; and
- 10.1.5 ensure that all subcontractors of Contractor, if any, comply with all of the foregoing.

In no case shall the safeguards of Contractor's information security program be less stringent than the information security safeguards used by City. City's information security processes and policies are Confidential Information of City.

- 10.2 **Audit of Information Security Program.** City shall have the right to review Contractor's/Service Provider's information security program commencing one year following Go Live and from time to time during the term of this Agreement. Commencing one year following Go Live, on an ongoing basis from time to time and with prior written notice, City, at its own expense, shall be entitled to perform, or to have performed, an on-site audit of Contractor's/Service Provider's information security program. In lieu of an on-site audit, upon request by City, Contractor/Service Provider agrees to complete, within forty-five (45 days) of receipt, an audit questionnaire provided by City regarding Contractor's/Service Provider's information security program.

For the purpose of clarity, Contractor's/Service Provider's information security program does not include that of Contractor's/Service Provider's hosted cloud service provider.

- 10.3 **Audit by Service Provider.** No less than annually, Service Provider shall conduct an independent third-party audit of its information security program (SOC 2 or equivalent) and provide such audit findings to City.

Contractor/Service Provider makes use of cloud services as provided by Amazon Web Services (AWS). Our hosted cloud service provider endeavours to follow best industry practices, and provides regular SOC 1, 2, and 3 audits. The results of these audits can be provided to the City upon request and upon completion of an NDA.

The hosted cloud service provider has an independent third party perform (SOC) audits of its data centers, and does not allow on-site data center access to customers.

- 10.4 **Audit Findings.** Contractor/Service Provider shall implement any required safeguards as reasonably identified by City or information security program audits, as it pertains to the Contractor/Service Provider's information security program.

- 10.5 **Indemnification by Contractor.** Without limiting Contractor's other obligations of indemnification set forth in Section 13 of this Agreement, Contractor shall defend, indemnify, and hold City Indemnitees harmless from and against any and all Claims, including reasonable expenses suffered by, accrued against, or charged to or

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recoverable from any City Indemnitee, related to, or arising out of, the failure of Contractor to perform its obligations imposed by this Section 10.

- 10.6 **City Responsibilities.** The City is responsible for maintaining the security of end user credentials (including user names and passwords as well as system administrator IDs and passwords, among others), and taking steps to maintain appropriate security and access by end users to Protected Data.

Login credentials are for City internal use only and City may not sell, transfer, or sublicense them to any other entity or person. The City agrees to be responsible for all activities undertaken by the City, City's Authorized Users, including City application administrators, and City end users that result in unauthorized access to the City account or Protected Data. The City shall contact Contractor/ Service Provider immediately if an unauthorized third party may be using the City account or Protected Data, or if account information is lost, stolen, or compromised.

City is also responsible for ensuring users meet CJIS compliance for 2-factor authentication for any users accessing the Contractor/Service Provider applications.

Given that users will be connecting via DirectConnect/VPN connection to the Solution through the City's local network, City must also ensure City network is protected, and City will equally conduct regular security reviews and audits, as required.

11. **Insurance.** Contractor shall purchase and maintain, not at City's expense, the minimum insurance coverage specified in the RFP, and any other coverage required by law. Each insurance policy required under this Agreement must be in effect at or prior to the commencement of Services under this Agreement and remain in effect for the duration of this Agreement including any warranty periods. Contractor shall provide evidence thereof to City at or prior to the commencement of Services under this Agreement. Contractor shall also require its subcontractors to purchase and maintain the minimum insurance coverage specified in Insurance Requirements, and any other coverage required under law, along with any other coverage Contractor deems appropriate for the subcontractor's work on Contractor's behalf. Contractor shall require its subcontractors to provide evidence thereof to City at or prior to the commencement of Services under this Agreement. Failure to maintain the insurance policies as required by this Agreement or to provide evidence thereof shall, at the discretion of City, constitute a breach of this Agreement.

12. **Limitation of Liability.** EXCEPT AS OTHERWISE PROVIDED HEREIN, UNDER NO CIRCUMSTANCES SHALL EITHER PARTY'S LIABILITY WITH RESPECT TO ANY AND ALL CLAIMS ARISING FROM PERFORMANCE OR NONPERFORMANCE OF OBLIGATIONS SET FORTH UNDER THIS AGREEMENT OR ANY SUBJECT MATTER OF THIS AGREEMENT, IN TORT, INCLUDING ANY NEGLIGENCE, IN CONTRACT OR OTHERWISE, EXCEED THE AMOUNTS PAID BY CUSTOMER TO VERSATERM UNDER THIS AGREEMENT DURING ANY CONTRACT YEAR. A "Contract Year" means each twelve-month period commencing on the effective date (or any anniversary of the effective date) of this Agreement during the term.

THE FOREGOING LIMITATION SHALL NOT APPLY TO:

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- A PARTY'S OBLIGATIONS OF INDEMNIFICATION, AS FURTHER DESCRIBED IN SECTION 13.3 OF THIS AGREEMENT; OR
- DAMAGES CAUSED BY A PARTY'S NEGLIGENCE OR WILFULL MISCONDUCT; OR
- A PARTY'S BREACH OF ITS OBLIGATIONS OF CONFIDENTIALITY, AS FURTHER DESCRIBED IN SECTION 8 OF THIS AGREEMENT.

Notwithstanding the aforementioned, Contractor's aggregate liability pursuant to the Data Breach Indemnification will not exceed \$1,000,000 during any Contract Year.

IN NO EVENT SHALL EITHER PARTY BE LIABLE FOR ANY INDIRECT, SPECIAL, PUNITIVE, INCIDENTAL OR CONSEQUENTIAL DAMAGES RELATED TO THIS AGREEMENT, WHETHER FORESEEABLE OR NOT, INCLUDING BUT NOT LIMITED TO LOST REVENUE OR PROFITS, LOSS OF DATA, LOSS OF USE OF PRODUCTS OR SERVICES, INTERRUPTION OF BUSINESS OR INCREASED OPERATING COSTS ARISING FROM ANY CAUSE OR ACTION WHATSOEVER, INCLUDING CONTRACT, WARRANTY, STRICT LIABILITY OR NEGLIGENCE.

Should City wish Contractor to enable interfaces directly with Third Party Systems, or in other words, the publishing and consuming of City Data by Third Party Systems by bypassing the City network, City will assume all responsibility for Third Party System use of City Data. Contractor shall only be responsible for ensuring that the transfer of data adheres to CJIS compliance protocols. CONTRACTOR SHALL NOT, UNDER ANY CIRCUMSTANCES, BE RESPONSIBLE FOR THE MISUSE OF CITY DATA BY THIRD PARTY SYSTEMS, DATA BREACHES, DATA QUALITY, OR VIRUSES/MALWARE AS THEY RELATE TO OR ARISE OUT OF THIS SECTION. CONTRACTOR WILL NOT INDEMNIFY FOR ANY CLAIMS ARISING OUT OF ANY THIRD PARTY CLAIM FOR DATA BREACHES OR VIRUSES/MALWARE RELATED TO OR CAUSED BY THIRD PARTY SYSTEMS.

13. **Indemnification.**

13.1 **Contractor Indemnification.** Contractor agrees to indemnify, defend, and hold City, its officers, directors, agents, and employees (each, an "Indemnitee" and collectively, the "Indemnitees") harmless from and against any and all liabilities, demands, claims, suits, losses, damages, expenses, fines, or judgments (collectively "Claims"), including reasonable attorneys' witnesses' and expert witnesses' fees, costs, and expenses incidental thereto, which may be suffered by, accrued against, charged to, or recoverable from any City Indemnitee, by reason of any Claim arising out of or relating to any negligent act, error or omission, or misconduct of Contractor, its officers, directors, agents, employees, and subcontractors, during the performance of this Agreement, including, without limitation, Claims arising out of or relating to:

- bodily injury (including death) or damage to tangible personal or real property; or
- violation of any law or regulation; or
- a Virus/malware; or
- a breach of any representations made under this Agreement.

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Data Breach Indemnification. Subject to the Data Breach limitation outlined in Section 12, Contractor will indemnify, defend, and hold City Indemnitees harmless from and against any and all Claims arising out of any third party claim to the extent such claim is the result of a Data Breach resulting from Contractor's breach of its obligations.

For the purposes of this Section, "Data Breach" shall mean a security incident in which the Contractor transmits or provides access to data that is stored in the Services to an un-authorized person. A Data Breach does not include cases where the City transmits or otherwise provides access to data stored in the Services to un-authorized persons.

The foregoing indemnity shall not apply to the extent the applicable Claim resulted from the acts or omissions of City, its officers, directors, agents, or employees.

- 13.2 **City Indemnification.** To the fullest extent permitted by law, City agrees to defend, hold harmless, and indemnify Contractor from and against any and all liabilities, demands, claims, suits, losses, damages, causes of action, fines or judgments, including costs, attorneys', witnesses', and expert witnesses' fees, and expenses incident thereto, relating to, arising out of, or resulting from:

- the negligent acts, errors, mistakes or omissions by City; or
- City's failure to comply with or fulfill the obligations established by this Agreement.

- 13.3 **Proprietary Rights Indemnification.** Contractor agrees to indemnify, defend, and hold City Indemnitees harmless from and against any and all Claims, including reasonable attorneys' fees, costs, and expenses incidental thereto, which may be suffered by, accrued against, charged to, or recoverable from any City Indemnitee, arising out of a claim that the Services infringes or misappropriates any United States or foreign patent, copyright, trade secret, trademark, or other proprietary right. In the event Contractor is enjoined from delivering the Services, either preliminary or permanently, or continuing to license such Services to City, and such injunction is not dissolved within thirty (30) days, or in the event City is adjudged, in any final order of a court of competent jurisdiction from which no appeal is taken, to have infringed upon or misappropriated any patent, copyright, trade secret, trademark, or other proprietary right in the use of the Services, then Contractor shall, at its expense:

- 13.3.1 obtain for City the right to continue using such Services; or
- 13.3.2 replace or modify such Services so that it does not infringe upon or misappropriate such proprietary right and is free to be delivered to and used by City; or
- 13.3.3 in the event that Contractor/Service Provider is unable, or determines in its reasonable judgment, that it is commercially unreasonable to take the action described in Section 13.3.1 or 13.3.2, and the issue is in the entire system or a major and critical component significantly affecting City's business

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operations, Contractor/Service Provider, at its sole cost and expense, shall accept return of Application Software, and refund to City an amount equal to a declining percentage of the total agreement price paid by the City, 100% of the fees during the first year of the term of this Agreement; 90%, 80%, 65%, and 50% of the fees in the second, third, fourth, and fifth years, respectively, of the term of this Agreement; and 0% thereafter.

- 13.4 **Assistance and Cooperation.** Neither party shall do anything to prejudice the other party's right to recover against third parties for any loss, destruction, or damage to real or tangible property, and shall at the indemnifying party's request and expense, furnish to such party reasonable assistance and cooperation, including assistance in the prosecution or defense of suit and the execution of instruments of assignment in favor of the indemnifying party in obtaining recovery. Each party agrees to update the other party during the course of the litigation to timely notify the other party of any issues that may involve the independent negligence of such other party, which is not covered by this indemnification.
- 13.5 **Separate and Independent.** The insurance provisions in Section 11 of this Agreement are separate and independent from the indemnity provisions of this Section 12 and shall not be construed in any way to limit the scope and magnitude of these indemnity provisions. Nor shall the indemnity provisions of this Section 13 be construed in any way to limit the scope and magnitude and applicability of the insurance provisions set forth in Section 11.
14. **Indemnification Procedures.** The indemnities in Section 13 are contingent upon:
- the indemnified party promptly notifying the indemnifying party in writing of any claim which may give rise to a claim for indemnification hereunder; and
 - the indemnifying party being allowed to control the defense and settlement of such claim; and
 - the indemnified party cooperating with all reasonable requests of the indemnifying party (at the indemnifying party's expense) in defending or settling such claim.
- 14.1 **Notice.** Promptly after receipt by the indemnified party of a threat of any action, or a notice of the commencement or filing of any action against the indemnified party or any of its indemnitees, the indemnified party shall give notice thereof to the indemnifying party, provided that failure to give or delay in giving such notice to the indemnifying party shall not relieve the indemnifying party of any liability it may have to the indemnified party or any of its indemnitees except to the extent that the indemnifying party demonstrates that the defense of such action is prejudiced thereby.
- 14.2 **Participation by Indemnified Party.** The indemnified party shall not independently defend or respond to any such claim; provided, however, that:
- 14.2.1 the indemnified party may defend or respond to any such claim, at its option and expense, if the indemnified party's counsel determines, in its sole

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discretion, that such defense or response is necessary to preclude a default judgment from being entered against the indemnified party, with the exception of proprietary rights indemnification, in which case, the Contractor/Service Provider shall have the sole control of the defense and of all negotiations for settlement of such action; and

14.2.2 the indemnified party shall have the right, at its option and expense, to participate in the defense of any action, suit or proceeding relating to such a claim through a counsel of its own choosing.

14.3 **Sole Control.** The indemnifying party shall have sole control of the defense and of all negotiations for settlement of such action, except that the indemnifying party agrees to consult with the indemnified party about any proposed settlement prior to the indemnifying party agreeing to the settlement. At the indemnifying party's request, the indemnified party shall cooperate with the indemnifying party in defending or settling any such action; provided, however, that the indemnifying party shall reimburse the indemnified party for all reasonable out-of-pocket costs incurred by the indemnified party (including, without limitation, reasonable attorneys' fees and expenses) in providing such cooperation.

15. **Representations and Warranties.**

15.1 **Mutual Representations and Warranties.** City and Contractor each represent and warrant that:

15.1.1 it is duly incorporated, validly existing, and in good standing under the laws of its state of incorporation;

15.1.2 it has all requisite corporate power, financial capacity, and authority to execute, deliver, and perform its obligations under this Agreement;

15.1.3 this Agreement, when executed and delivered, shall be a valid and binding obligation of it, enforceable in accordance with its terms;

15.1.4 the execution, delivery, and performance of this Agreement has been duly authorized by it and this Agreement constitutes the legal, valid, and binding agreement of it and is enforceable against it in accordance with its terms, except as the enforceability thereof may be limited by bankruptcy, insolvency, reorganizations, moratoriums, and similar laws affecting creditors' rights generally and by general equitable principles;

15.1.5 it shall comply with all applicable federal, state, local, international, or other laws and regulations applicable to the performance by it of its obligations under this Agreement.

15.2 **Contractor Representations and Warranties.** Contractor represents and warrants that:

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- 15.2.1 Solution/Services provided shall materially conform to all requirements of the Contract Documents, all representations of Contractor, and shall be fit for all purposes and uses required by the Contract Documents;
- 15.2.2 the Services to be performed under this Agreement shall be performed in a competent and professional manner;
- 15.2.3 Contractor will utilize only experienced, responsible, and competent personnel in its performance under this Agreement, and shall be fully responsible to City for the performance of its personnel;
- 15.2.4 Contractor has the experience and is qualified to perform the tasks involved with providing the Solution/Services in an efficient and timely manner. Contractor acknowledges City is relying on Contractor's representation of its experience and expertise, and any substantial misrepresentation may result in damage to City;
- 15.2.5 the Solution/Services will achieve in all material respects the functionality described in the Contract Documents, and such functionality shall be maintained during the initial Term;
- 15.2.6 Contractor is the owner of the Services, Software and documentation and/or Contractor has the right to license such Services, Software or documentation, as applicable;
- 15.2.7 no portion of the Services, Software or documentation infringes upon or violates any existing patent, copyright, trade secret or other intellectual property rights of any third party, as of the effective date of this Agreement, to the best of Contractor's knowledge without further investigation;
- 15.2.8 the Software, Services, and any other work performed by Contractor hereunder shall be its own work, and shall not infringe upon any United States or foreign copyright, patent, trade secret, or other proprietary right, or misappropriate any trade secret, of any third party, and that it has neither assigned nor otherwise entered into an agreement by which it purports to assign or transfer any right, title, or interest to any technology or intellectual property right that would conflict with its obligations under this Agreement;
- 15.2.9 Contractor will use its best efforts to ensure no Virus/malware is introduced into City's computer and network environment while providing or performing the Solution or Services, and will adhere to City's then-current procedures to protect against the same, and, if Contractor transfers a Virus/malware to City through the Solution or Services, Contractor shall reimburse City the actual cost incurred by City to remove or recover from the Virus/malware, including the costs of persons employed by City to remove or recover from the Virus/malware;
- 15.2.10 there is no outstanding litigation, arbitrated matter or other dispute to which Contractor is a party which, if decided unfavorably to Contractor,

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would reasonably be expected to have a potential or actual material adverse effect on Contractor's ability to fulfill its obligations under this Agreement;

15.2.11 during the Warranty Period, Contractor warrants the Solution components will function properly together without Defects.

15.2.12 **Warranty Limitations.** The warranties described in this Section 15.2 shall be contingent upon the existence of the following conditions: (i) the Product is implemented and used by the City in accordance with the Documentation; (ii) the City notifies Contractor of any warranty defect as promptly as reasonably possible after becoming aware of such defect; (iii) the City has properly used all Major and Minor Enhancement Releases made available with respect to the Product, and any updates recommended by Contractor with respect to any third-party software products that affect the performance of the Product; (iv) the City has properly maintained all associated equipment and software, as applicable, and provided the environmental conditions in accordance with written specifications provided by the applicable manufacturer of such equipment and software; (v) the City has not introduced other equipment or software that causes an adverse impact on the Product; (vi) the City has paid all amounts due hereunder and is not in default of any provision of this Agreement; (vii) any legacy software with respect to which the Product is to operate contains clearly defined interfaces and correct integration code, and (viii) the City has made no changes (nor permitted any changes to be made other than by or with the express approval of Contractor) to the Product except as may be permitted herein.

15.2.13 **NO OTHER WARRANTIES.** THE PRODUCT IS NOT INTENDED TO BE A SUBSTITUTE FOR THE PROFESSIONAL JUDGMENT OF AUTHORIZED USERS. THE PRODUCT DOES NOT PROVIDE LEGAL ADVICE. CONTRACTOR ASSUMES NO RESPONSIBILITY OR RISK FOR THE CITY'S MISUSE OF THE PRODUCT. EXCEPT AS EXPRESSLY SET FORTH UNDER THIS AGREEMENT, NEITHER PARTY MAKES ANY WARRANTY IN CONNECTION WITH THE PRODUCT, SERVICES, THIRD PARTY SOFTWARE, THIRD PARTY DATA, THIRD PARTY SUPPLIERS, OR THIS AGREEMENT AND HEREBY DISCLAIMS ANY AND ALL IMPLIED OR STATUTORY WARRANTIES, INCLUDING ALL IMPLIED WARRANTIES OF TITLE, MERCHANTABILITY, NO INFRINGEMENT, FITNESS FOR A PARTICULAR PURPOSE, ERROR-FREE OR UNINTERRUPTED OPERATION, OR THAT THE SERVICES, THIRD-PARTY DATA ARE UP TO DATE, ACCURATE OR COMPLETE, SECURE FROM LOSS OR DAMAGE, OR FREE OF HARMFUL COMPONENTS, AND ANY WARRANTIES ARISING FROM A COURSE OF DEALING OR USAGE OF TRADE. TO THE EXTENT THAT A PARTY MAY NOT AS A MATTER OF APPLICABLE LAW DISCLAIM ANY IMPLIED WARRANTY, THE SCOPE, AND DURATION OF SUCH WARRANTY WILL BE THE MINIMUM PERMITTED UNDER

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SUCH LAW. THERE ARE NO OTHER WARRANTIES, EXPRESSED OR IMPLIED,
BEYOND THE WARRANTIES SET FORTH IN THIS AGREEMENT.

16. **Default.** If either party fails to perform or comply with any term or condition of this Agreement, such failure shall be considered an event of default.
- 16.1 **Default Conditions.** A party shall be in default if that party:
- 16.1.1 fails to meet Service Levels as set forth in Section 5; or
 - 16.1.2 conducts business in an unethical or illegal manner; or
 - 16.1.3 is or becomes insolvent or is a party to any voluntary bankruptcy or receivership proceeding, makes an assignment for a creditor, or is subject to any similar action affecting such party's capability to perform under this Agreement; or
 - 16.1.4 is the subject of a petition for involuntary bankruptcy not removed within 60 Days; or
 - 16.1.5 fails to carry out any term or condition of the Contract Documents.
- 16.2 **Contractor Insolvency.** Not applicable.
- 16.3 **Written Assurance of Intent To Perform.** Whenever City in good faith has reason to question Contractor's intent to perform, City may demand that Contractor give a Written Assurance of its intent to perform. In the event the demand is made and no Written Assurance is given within 5 Days, City may treat this failure as an anticipatory repudiation of this Agreement.
17. **Remedies.** The remedies set forth in this Agreement are not exclusive, except where specifically limited elsewhere in this Agreement. Election of one remedy shall not preclude the use of other remedies. In the event of default:
- 17.1 **Notice of Failure to Perform under the Agreement.** The non-defaulting party shall provide written notice of such default. The defaulting party shall have 30 Days to perform after written notice is received. If the defaulting party believes the nature of its default is such that more time than the Cure Period allows would reasonably be required to fulfill such obligation, then the defaulting party shall provide a written request for the additional time it deems necessary to perform, and the non-defaulting party shall not unreasonably withhold its approval for such request. In no event, however, shall any Cure Period exceed 60 Days. Any written notice shall specify the nature of the default and, if possible, the manner by which the default may be satisfactorily cured. If the default is not cured to the satisfaction of the non-defaulting party within the Cure Period, the non-defaulting party may terminate this Agreement pursuant to Section 18.1, Termination of Agreement for Cause, and the termination shall be effective immediately or at such other date as specified by the terminating party.
- 17.2 **Notice of Failure to Perform under an Exhibit A.** The non-defaulting party shall provide written notice of such default. The defaulting party shall have 30 Days ("Cure

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Period”) to perform after written notice is received, provided however, the defaulting party must commence performance, and diligently proceed to fulfill such obligation, within 2 Days and provide written notice to non-defaulting party of its efforts cure the default. If the defaulting party believes the nature of its default is such that more time than the Cure Period allows would reasonably be required to fulfill such obligation, then the defaulting party shall provide a written request for the additional time it deems necessary to perform, and the non-defaulting party shall not unreasonably withhold its approval for such request. In no event, however, shall any Cure Period exceed 60 Days. Any written notice shall specify the nature of the default and, if possible, the manner by which the default may be satisfactorily cured. If the default is not cured to the satisfaction of the non-defaulting party within the Cure Period, the non-defaulting party may terminate the applicable Exhibit A pursuant to Section 18.2, Termination of an Exhibit A for Cause, and the termination shall be effective immediately or at such other date as specified by the terminating party.

17.3 **All Rights Reserved.** The non-defaulting party shall have all other rights granted under this Agreement and all rights at law or in equity that may be available to it.

17.4 **No Liability for Certain Damages.** Neither party shall be liable for incidental, special, or consequential damages.

17.5 **Dispute Resolution.** The Parties agree if a dispute arises with respect to this Agreement or any Exhibit A, it shall be resolved in accordance with this Section 17.5.

17.5.1 The parties shall use all reasonable efforts to resolve any dispute, controversy or claim (“Dispute”) through good faith negotiations. However, if such good faith negotiations do not resolve the Dispute, the following shall apply:

17.5.1.1 If such a Dispute should arise, the project managers of City and Contractor will attempt to resolve the Dispute; and

17.5.1.2 if the Dispute is not resolved within ten (10) days of being referred to the project managers, the Dispute will be referred to City’s CIO (or designee) and Contractor’s COO (or designee); and

17.5.1.3 if the Dispute is not resolved within ten (10) days of being referred to the City’s CIO and Contractor’s COO (or designee), the Dispute will be referred to the City’s Manager of Technology and Innovation and Contractor’s CEO (or designee); and

17.5.1.4 if the Dispute is not resolved within ten (10) days of being referred to the City’s Manager of Technology and Innovation and Contractor’s CEO (or designee), such Dispute will be resolved exclusively by arbitration as provided in and subject to Section 17.5.2.

17.5.2 Except as stated in Section 17.5.4, any Dispute, whether based on contract, tort or other legal theory (including, but not limited to, any claim of fraud or misrepresentation, but other than in respect of equitable relief that may be

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sought), arising out of or relating to this Agreement, including its interpretation, performance, breach of or termination not resolved by good faith negotiations, as provided in Section 17.5.1, shall be resolved exclusively by arbitration in accordance with the following provisions:

- 17.5.2.1 The arbitration will be conducted in Phoenix, Arizona, in accordance with American Arbitration Association (the "Rules").
- 17.5.2.2 The Arbitrator will be bound by the provisions of this Agreement. Prior to his/her appointment, the selected Arbitrator shall be made aware of the terms of this Agreement and the relevant Exhibit A(s). Following his/her appointment, the Arbitrator shall set forth the schedule and timing of the arbitration proceedings and shall conduct the proceedings in accordance with the Rules.
- 17.5.2.3 The Arbitrator shall have the right to assess the costs incurred by the successful party against the unsuccessful party or in such manner as he or she deems just. Upon rendering an award or a decision, the Arbitrator shall set forth in writing the basis of such award or decision.
- 17.5.3 The award or decision rendered by such Arbitrator shall be final and binding. Judgment on the award or any other final or interim decision rendered by the Arbitrator may be entered, registered or filed for enforcement purposes in any court having jurisdiction thereof.
- 17.5.4 Notwithstanding the foregoing in this Section 17.5, in any matter at issue which: (a) relates solely to the collection of outstanding amounts due hereunder; or (b) arises as a result of a breach of confidentiality, the party owed such outstanding amounts (or whose confidentiality protection has been breached) may, in its sole discretion, seek resolution in equity or law before a court of competent jurisdiction without first subjecting such matter to the arbitration process described in Section 17.5.2.

18. Termination.

- 18.1 **Termination of Agreement for Cause.** If either party breaches any of its duties or obligations hereunder, and such breach is not cured, or the breaching party is not diligently pursuing a cure to the non-breaching party's sole satisfaction, within 30 Days after written notice of the breach, then the non-breaching party may terminate this Agreement for cause as of a date specified in such notice.
- 18.2 **Termination of an Exhibit A for Cause.** If Contractor breaches any of its duties or obligations under an Exhibit A, and such breach is not cured, or Contractor is not diligently pursuing a cure to City's sole satisfaction, as set forth in Section 17.2, then City may terminate the applicable Exhibit A without liability, in whole or in part, for cause as of the date specified in such notice.
- 18.3 **Termination for Conflict of Interest.** See Section S.20 of City Standard Terms and Conditions.

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- 18.4 **Termination for Non-Appropriation.** See Section S.21 of City Standard Terms and Conditions.
- 18.5 **Termination for Convenience.** See Section S.19 of City Standard Terms and Conditions.
- 18.6 **Contractor's Responsibilities upon Notice of Termination.** Upon receipt of a notice of termination, Contractor shall:
- 18.6.1 discontinue providing Services under this Agreement upon the effective date of termination and to the extent specified in the notice of termination; and
 - 18.6.2 continue performance of any such Services not terminated by the notice of termination; and
 - 18.6.3 take all actions necessary, or as City may direct, for the protection and preservation of any City property in possession of Contractor when Contractor receives notice of termination; and
 - 18.6.4 negotiate in good faith with City on any applicable equitable adjustments to unpaid amounts as a result of a partial termination of Services; and
 - 18.6.5 reasonably cooperate with City to effect an orderly and efficient transition of Services to a Successor Service Provider in accordance with the Transition Assistance Services set forth in Section 18.7.
- 18.7 **Transition Assistance Services.** In the event of expiration or termination of this Agreement or an Exhibit A, in whole or in part, Contractor will provide to City and/or to City's replacement service provider ("Successor Service Provider") assistance reasonably requested by City to effect the orderly transition of the applicable Services to City or to Successor Service Provider ("Transition Assistance Services"). Transition Assistance Services shall be available to City, at City's sole cost and expense, during the 365 Day period prior to, and/or following, expiration or termination of this Agreement or an Exhibit A ("Transition Assistance Period"). Provided that Contractor and City agree on the price and scope of the Transition Assistance Services, such Transition Assistance Services may include:
- 18.7.1 developing a plan for the orderly transition of the terminated or non-renewed Services from Service Provider to City or Successor Service Provider;
 - 18.7.2 providing reasonable training to City staff or Successor Service Provider in the performance of the Services then being performed by Service Provider;
 - 18.7.3 using commercially reasonable efforts to assist City, at City's sole cost and expense, in acquiring any necessary rights to legally and physically access and use any third-party technologies and documentation then being used by Service Provider in connection with the Services;

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- 18.7.4 using commercially reasonable efforts to make available to City, pursuant to mutually agreeable terms and conditions, any third-party services then being used by Service Provider in connection with the Services; and,
- 18.7.5 such other activities upon which the parties may agree.
- 18.8 **Payments Upon Termination.** Upon termination of this Agreement or an Exhibit A, City shall pay to Contractor all undisputed amounts due and payable, as follows:
- 18.8.1 Contractor shall be paid the pro-rated value of all Services in progress as of the effective date of the termination notice, provided however, that such payment shall not exceed the payment amount associated with the progress payment applicable to the Services. If termination is for Contractor's uncured breach, City will not be required to release any Hold-Back Amounts (if any) or pay for Services that resulted in the uncured breach; and
- 18.8.2 the cost of all materials and outside services, which have been reasonably placed on order by Contractor on behalf of City under this Agreement, or, as applicable, any cancellation charges (including, but not limited to, restocking fees) relating to such materials and outside services.
- 18.9 **Return of Materials.** Upon expiration or earlier termination of this Agreement or an Exhibit A, each party shall cease using and:
- 18.9.1 promptly return to the other party, or certify the destruction of, any of the following of the other party held in connection with the performance of this Agreement, an Exhibit A, or the Services:
- all Confidential Information; and
 - any other data, programs, and materials.
- 18.9.2 return to the other party, or permit the other party to remove, any properties of the other party then situated on such party's premises; and
- 18.9.3 in the case of City Data, Service Provider shall, immediately upon termination of this Agreement or an Exhibit A, provide City with a final export of City Data and shall certify the destruction of any City Data within the possession of Service Provider or a subcontractor. The parties agree to work in good faith to execute the foregoing in a timely and efficient manner. Notwithstanding the foregoing, Contractor reserves the right to retain City Data on audit logs and server system logs and in support tickets, support requests, and direct communications with Contractor.

Except for termination for City's default, no liability shall accrue to City in the event the Agreement or any Exhibit A is terminated under this Section 18.

19. **General.**

- 19.1 **Notices.** See Section S.40 of City Standard Terms and Conditions.
- 19.2 **Governing Law.** See Section S.41 of City Standard Terms and Conditions.

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- 19.3 **Public Records.** See Section S.12 of City Standard Terms and Conditions.
- 19.4 **Compliance With Applicable Laws.** See Section S.9 of City Standard Terms and Conditions.
- 19.5 **Relationship between City and Contractor.** It is expressly understood that the relationship of Contractor to City shall be that of an independent contractor.
- 19.6 **Restriction on Employment Solicitations.** Neither party shall, during any term of this Agreement and for a period of 90 Days following termination, completion, or other expiration of this Agreement, solicit the employment of or hire the other party's personnel with whom such party has had contact under this Agreement. For the purposes of this Agreement, the terms "solicit the employment of" and "hire" shall not include any offer of hiring resulting from either party's publicly posted job openings. Further, pursuant to A.R.S. § 38-504(b), while employed by City and for 2 years thereafter, City personnel are prohibited from disclosing or using, without appropriate authorization, any confidential information acquired by such personnel in the course of his or her official duties at City.
- 19.7 **Assignment of Agreement.** Contractor may assign its rights and benefits and delegate its duties and obligations to an Affiliate provided that such assignee assumes in writing the performance of all of the terms, provisions and covenants of this Agreement on the part of Contractor to be kept and performed, and Contractor delivers to City within 21 calendar days after the assignment is executed (or as soon thereafter as reasonably practicable), a copy of such agreement, together with a duly executed assumption agreement. Contractor may not otherwise assign or delegate this Agreement or any of its rights or obligations, whether by operation of law or otherwise, without prior written consent of City, such consent not to be unreasonably withheld. Failure to comply with this Section 19.7 shall render the assignment void and may be grounds for termination.
- 19.8 **Advertising and Publicity.** Contractor is prohibited from any use of City's name in any media, including providing City as a reference, unless explicitly authorized in advance in writing by City, which authorization City may revoke at any time for any reason.
- 19.9 **Cooperative Use of Agreement.** See Section S.38 of City Standard Terms and Conditions.
- 19.10 **Force Majeure.** If a Party is delayed or hindered in, or prevented from, the performance required under this Agreement (except for payment of monetary obligations) by reason of acts of God, acts of the public enemy, acts of the United States government, fires, floods or other natural catastrophes, explosions, epidemics, quarantine restrictions, or embargoes ("Event"), not the fault or negligence of the Party delayed in performance, and where reasonable measures by such Party could not have avoided or mitigated the effects of such Event, then such Party is excused from such performance for the period of delay.

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Any such excuse for delay shall last only as long as the Event remains beyond the reasonable control of the delayed party, and the delayed party shall use its best efforts to minimize the delays caused by any such Event beyond its reasonable control.

- 19.10.1 The delayed party must promptly notify the other party upon the occurrence of any such event, including its plans to resume performance or to minimize or eliminate the effect of the delay, or performance by the delayed party will not be considered excused pursuant to this Section 19.10. Where Contractor fails to use its best efforts to minimize such delays, the delays shall be included in the determination of Service Level achievement.
- 19.10.2 An Event does not excuse Contractor from providing services and fulfilling its responsibilities related to the requirements of backup and recovery of City Data providing the Event does not prevent the Contractor from fulfilling these responsibilities. Configuration changes, other changes, viruses/malware, or other errors or omissions introduced, or permitted to be introduced, by Contractor that result in an outage or inability for City to use the Solution/Services shall not constitute an Event.
- 19.10.3 The delivery or performance date shall be extended for a period equal to the time lost by reason of delay, plus such additional time as may be reasonably necessary to overcome the effect of an Event, provided however, under no circumstances shall delays caused by an Event extend beyond 120 Days from the scheduled delivery or completion date of a task.
- 19.11 **Cooperation.** Where agreement, approval, acceptance, consent or similar action by either party hereto is required by any provision of this Agreement, such action shall not be unreasonably delayed or withheld. Each party will cooperate with the other by, among other things, making available, as reasonably requested by the other, management decisions, information, approvals, and acceptances in order that each party may properly accomplish its obligations and responsibilities hereunder. Service Provider will cooperate with any City supplier performing services, and all parties supplying hardware, software, communication services, and other services and products to City, including, without limitation, the Successor Service Provider. Contractor agrees to cooperate with such suppliers, and shall not commit or permit any act which may interfere with the performance of services by any such supplier.
- 19.12 **Continuation During Disputes.** See Section S.18 of City Standard Terms and Conditions.
- 19.13 **Non-Waiver of Rights.** See Section S.23 of City Standard Terms and Conditions.
- 19.14 **Severability.** See Section S.44 of City Standard Terms and Conditions.
- 19.15 **No Third Party Beneficiaries.** See Section S.5 of City Standard Terms and Conditions.
- 19.16 **City's Right to Recover Against Third Parties.** See Section S.26 of City Standard Terms and Conditions.

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- 19.17 **Counterparts; Facsimile.** This Agreement may be executed in any number of counterparts, each of which shall be deemed an original, but all of which, taken together, shall constitute one and the same Agreement. If any signature is delivered by facsimile, or e-mail delivery of a .pdf document, such signature shall create a valid and binding obligation of the executing party with the same force and effect as if such facsimile or .pdf document were an original.
- 19.18 **Provisions Required by Law.** See Section S.43 of City Standard Terms and Conditions.
- 19.19 **Interpretation, Neutral Construction.** The parties agree this Agreement was negotiated fairly between them at arm's length and the final terms of this Agreement are the product of the parties' negotiations. Each party warrants and represents it has sought and received legal counsel of its own choosing with regard to the contents of this Agreement and the rights and obligations affected hereby. The parties agree this Agreement shall be deemed to have been jointly and equally drafted by them, and the provisions of this Agreement therefore should not be construed against a party on the grounds such party drafted, or was more responsible for, drafting the provisions.
- 19.20 **Amendments.** See Section S.7 of City Standard Terms and Conditions.
- 19.21 **Successors and Assigns, Binding Effect.** See Section S.4 of City Standard Terms and Conditions.
- 19.22 **Entire Agreement.** The Contract Documents shall supersede all prior oral or written agreements, if any, between the parties, and shall constitute the entire agreement between the parties with respect to the Solution/Services to be provided.
- 19.23 **Surviving Provisions.** Notwithstanding any completion, termination, or other expiration of this Agreement, all provisions which, by the terms of reasonable interpretation thereof, set forth rights and obligations that extend beyond completion, termination, or other expiration of this Agreement, will survive and remain in full force and effect, including Section 8 (Non-Disclosure of Confidential Information), Section 12 (Limitation of Liability), Section 13 (Indemnification), Section 17.5 (Dispute Resolution), Section 18 (Termination). Except as specifically provided in this Agreement, completion, termination, or other expiration of this Agreement will not release any party from any liability or obligation arising prior to the date of termination.
- 19.24 **UN Exclusion.** Pursuant to Article 6 of the United Nations convention on contracts for the International Sale of Goods ("UN Convention"), the Parties agree that the UN Convention shall not apply to this Agreement.

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THIS AGREEMENT shall be in full force and effect only after it has been approved and executed by the duly authorized City officials.

CITY OF MESA, ARIZONA

an Arizona municipal corporation

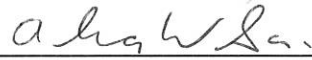
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DN: cn=Edward Quedens, o=City of Mesa,
ou=Business Services Department,
email=ed.quedens@mesaaz.gov, c=US
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Travis Cutright
Chief Information Officer

VERSATERM, INC.

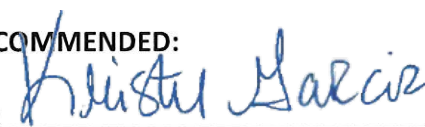
a Canadian Corporation

By: 
Name T ROSALTS
Title SECRETARY-TREASURER

By: 
Name ALLAN WILSON
Title CTO

APPROVED BY MESA CITY COUNCIL ON: July 2, 2018

RECOMMENDED:

By: 
Name Kristy Garcia
Title Senior Procurement Officer

APPROVED AS TO FORM:

By: n/a
Jim Smith
City Attorney

ATTESTED:

By: n/a
DeeAnn Mickelsen
City Clerk

EXHIBIT A

ONBOARDING TERMS AND CONDITIONS

1 TERM

This Exhibit shall be effective from the Effect Date, and shall expire upon the completion of the final onboarding task, as indicated in the Statement of Work (Exhibit A.1).

2 DOCUMENTS

The Onboarding Terms and Conditions shall also include the following exhibits:

- i. Exhibit A.1 Statement of Work
- ii. Exhibit A.2 Project Implementation Schedule
- iii. Exhibit A.3 Interface Control Document (ICD)
- iv. Exhibit A.4 Data Conversion Plan
- v. Exhibit A.5 Acceptance Testing Plan
- vi. Exhibit A.6 Training Plan
- vii. Exhibit A.7 Change Order Process
- viii. Exhibit A.8 System Performance and Availability Standards
- ix. Exhibit A.9 Options
- x. Exhibit A.10 Technical Glossary

3 CONTRACT DELIVERABLES

- 3.1 Contractor shall supply the Products and Services for the specific products identified in the Price and Payment Terms (Exhibit C) and as described in the Documentation (Exhibit E), the Interface Control Document (Exhibit A.3) and as modified under the Change Order Process (Exhibit A.7).
- 3.2 Contractor shall supply and maintain a detailed Project Implementation Schedule (Exhibit A.2) that describes the tasks and scheduled completion dates for all of the activities involved with the project; these shall also include activities that are the responsibility of the City. Contractor will provide written project status reports, as appropriate, detailing current status of project, milestones achieved and documented project implementation schedule changes. The responsibilities of the parties to perform to meet such schedules are outlined under Section 5 (Acceptance) below and in the Statement of Work (Exhibit A.1) and Project Implementation Schedule (Exhibit A.2).
- 3.3 Contractor shall supply the expertise, services, and project management called for by this Agreement and identified specifically in the Price and Payment Terms (Exhibit C), the Statement of Work (Exhibit A.1) and Project Implementation Schedule (Exhibit A.2) to effect the proper preparation, installation, conversion, training, and placing into Production Use the Product for the City, as described in the Statement of Work (Exhibit A.1).
- 3.4 Contractor shall provide the appropriate Documentation in electronic form for the Solution.

- 3.5 Contractor shall make two additional copies of the database available; one will be a training version of the database, which the City can use to conduct their own training courses for new staff, and the other will be a test environment.
- 3.6 Contractor shall provide the conversion services identified in the Price and Payment Terms (Exhibit C), Statement of Work (Exhibit A.1), and Interface Control Document (Exhibit A.3) to process and load information from previous data processing systems of the City into the new Solution, so that such information continues to be useful in the new system.

4 RESPONSIBILITIES

- 4.1 Contractor shall assign a competent project manager to this project during the Implementation Period. The project manager shall be Rochelle Danielson, unless the parties mutually agree to change this individual, which consent shall not be unreasonably withheld. The project manager shall prepare work plans and schedules, keep all active parties aware, in writing, of progress, changes, issues, etc. and convene meetings when necessary and convenient for the parties to resolve issues and confirm achievements. Only Contractor staff who are fully trained and qualified and who have met the Contractor's police security standards shall be assigned to this project.
- 4.2 The City shall designate a project authority from the Police Department who shall have the experience, knowledge, and authority to make decisions with Contractor's project manager and carry out those responsibilities attributed to the City and reflected in the Project Implementation Schedule (Exhibit A.2) and Statement of Work (Exhibit A.1).

5 GUIDANCE

Contractor will provide guidance and assistance in specifying the hardware and third party software to be purchased by the City as identified in Minimum Client and Peripheral Specifications (Exhibit G).

6 ACCEPTANCE

The acceptance process shall be conducted formally and in writing between the parties pursuant to the Statement of Work (Exhibit A.1), Project Implementation Schedule (Exhibit A.2), and Acceptance Testing (Exhibit A.5). Specific details of each test and the process for testing are defined within Acceptance Testing (Exhibit A.5).

EXHIBIT A.1

STATEMENT OF WORK

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1 OVERVIEW

This document is the Statement of Work defining the principal tasks, activities and responsibilities of the parties involved in the implementation of the Application Software, interfaces and ancillary products.

This Project is a collaboration between the Parties, City of Mesa, hereafter “City” and Versaterm, and is contingent upon both entities fulfilling their respective responsibilities as defined in the Agreement and this Statement of Work.

1.1 PROJECT SUMMARY AND OBJECTIVES

This project will implement Versaterm’s Record Management System, Versadex (RMS), Mobile Field Reporting (Mobile Records Entry, MRE), and various related components for the Mesa Police Department. This solution will replace Hexagon’s I/LEADS (RMS), Mesa’s jail management (BARS), and the Brazos eCitation systems.

The project objectives include:

- Meeting the Federal and State mandate for NIBRS reporting (National Incident-Based Reporting System)
- Adoption of a more user-friendly system - minimizing duplicate entry, streamlining workflow, using available technology more efficiently, and, where we can, to make the records function easier for field personnel.

1.2 RELATED EXHIBITS

- Agreement
- Exhibit A – Onboarding Services (individual or collectively), as executed from time to time
- Exhibit A.1 – Statement of Work
- Exhibit A.2 – Project Implementation Schedule
- Exhibit A.3 – Interface Control Document (ICD)
- Exhibit A.4 – Data Conversion Plan
- Exhibit A.5 – Acceptance Testing Plan
- Exhibit A.6 – Training Plan
- Exhibit A.7 – Change Control Process
- Exhibit A.8 – System Performance and Availability Standards Exhibit
- Exhibit A.9 – Options Exhibit
- Exhibit A.10 – Technical Glossary Exhibit
- Exhibit B – Insurance Requirements
- Exhibit C – Annual Subscription Support Terms
- Exhibit D – Price and Payment Terms
- Exhibit E – License Terms
- Exhibit F – Documentation
- Exhibit G – Minimum Client and Peripheral Specifications
- Contractor’s/Service Provider’s Proposal, as amended by clarification during proposal evaluation.
- City’s RFP with City Standard Terms and Conditions, as amended by any addenda

2 ROLES AND RESPONSIBILITIES

2.1 PROJECT MANAGEMENT OVERVIEW

The City and Versaterm shall each appoint a Project Manager for the Project with the experience, knowledge and authority to make decisions and carry out the tasks in the Project Implementation Schedule and this Statement of Work. The Project Managers will be the primary points of contact between the Parties during the Project.

The City and Versaterm Project Managers will be responsible for directing and managing the Project to meet the Project objectives. The City and Versaterm Project Managers will be responsible for managing their respective Project Team resources and ensuring that Project Team members fulfill their responsibilities. Each will have access to resources necessary to complete the project (personnel, documents, physical areas, etc.), and will be responsible for coordinating administrative and technical decisions on the Project.

2.2 PROJECT MANAGEMENT TOOLS

The following project artifacts will be maintained on the City's SharePoint site:

- Schedule (will be in MS Project format and posted to the City's SharePoint site. All revisions shall be made on the City SharePoint file)
- Issues List
- Task List/Action Items
- Change/Decision log
- Risk List/Register
- Change Management Items List

The City shall give the Versaterm Project Manager and Lead Implementer access to the above.

If, for whatever reason, the SharePoint site becomes less than effective method for sharing this information (mutually agreed upon by City and Versaterm), an alternative may be created/provided.

2.3 VERSATERM PROJECT MANAGER

Project management services are a large part of what Versaterm provides and occurs throughout the Project as part of every task. The Versaterm Project Manager is available to the City on a daily (workday) basis (not just at designated points in time). The Versaterm Project Manager is responsible for, but not limited to, the following:

2.3.1 PLANNING AND EXECUTION

- Maintain Project Implementation Schedule on City's SharePoint site (initial plan will be drafted by Versaterm PM and posted by the City. The Versaterm PM will have access to it thereafter.)
- Ensure Versaterm tasks are executed on time.
- Coordinate and oversee the installation of all licensed Versaterm Application Software as well as all System Software and Third-Party Software included in the Agreement.

- Coordinate and oversee the development efforts of all contracted interfaces.

2.3.2 COMMUNICATIONS

- Prepare weekly project status reports identifying overall project status, recent accomplishments, outstanding issues, risks, action items and upcoming events
- Maintain regular communication with City's Project Manager, providing timely responses, no later than ten (10) Business Days, to issues raised by the City's Project Managers
- Conduct, or participate in, regular conference calls (e.g. weekly) to discuss project status updates, open issues, and identified risks on Mondays from 0830-1000
- Work with City Project Managers and staff to resolve identified issues and mitigate project risks identified as requiring action
- Plan and/or attend on-site project meetings as requested or needed
- Facilitate communication between City resources and Versaterm resources for interface and conversion tasks
- Assist City Project Manager with developing a Communication Plan

2.3.3 RESOURCE MANAGEMENT

- Manage internal Versaterm resources and efforts (technical tasks, implementation tasks, Support during the Configuration Phase, interface development, conversion efforts)
- Communicate with City resources regarding work effort in coordination with the City Project Manager

2.3.4 CONFIGURATION WORKSHOPS

- Assist the Versaterm Implementation Specialist during onsite Configuration workshops

2.3.5 TRAINING

- Assist the Versaterm Implementation Specialist in conducting Versaterm Trainer Training
- Provide onsite and remote support during the City Trainer Training
- Provide onsite and remote support during the City End-User Training

2.3.6 ROLLOUT

- Provide onsite support during cutover
- Provide front-line support during post-cutover testing and refinement period

2.3.7 OTHER

- Prepare project Change Order Request Forms per the Agreement
- Oversee invoice preparation

2.4 CITY PROJECT MANAGER

The City's Project Manager is responsible for overseeing the implementation of the Project on the City's sites. The City's Project Manager is responsible for, but not limited to, the following:

- Maintaining regular communications with the Versaterm Project Manager.
- Managing the efforts of the City's staff.
- Coordinating City activities with the Versaterm Project Manager.
- Participating in regular conference calls and onsite meetings with the Versaterm Project Manager to discuss Project status updates, project issues, risks including mitigation efforts, and upcoming activities.
- Reviewing Versaterm's Project status reports.
- Tracking overall Project status.
- Tracking and resolving outstanding City issues and action items for Action Item Log.
- Providing timely responses, no later than ten (10) Business Days, to issues raised by the Versaterm Project Manager.
- Facilitating communication between City and Third-Party resources and Versaterm's resources for System Infrastructure, Interface and Data Conversion tasks.
- Managing communications and coordinating project activities with outside agencies and Third-Party vendors directly under contract with the City.
- Coordinating Versaterm access (SharePoint, onsite, and remote)
- Providing workspace at the City's project site for Versaterm's Project Team.
- Requesting, discussing, and reviewing Change Order Request Forms prepared by Versaterm Project Manager.
- Coordinating approval and execution of Change Orders and Amendments as needed.

2.5 ROLES AND RESPONSIBILITIES DURING THE PROJECT

This section describes the roles and responsibilities of key Project resources throughout the duration of the Project.

2.5.1 VERSATERM RESPONSIBILITIES

Versaterm's overall responsibility is to establish a designated Project Team for the duration of this project. The Project Team should have the expertise to carry out the assigned Project tasks and responsibilities. As the Versaterm Project Team members will not be 100% dedicated to this project, Versaterm is also responsible for ensuring that the team members have ample time and resources to fulfill their responsibilities according to the Project Implementation Schedule.

When appropriate, Versaterm will connect to City infrastructure, workstation(s), and/or MDT(s) via SecureLink. (Mesa PD provides SecureLink VPN for all vendors at no cost to the vendor.)

2.5.2 VERSATERM PROJECT TEAM

The Versaterm Project Team will consist of a Project Manager, an Implementation Specialist, and a Technical Lead.

The **Versaterm Implementation Specialist** is responsible for delivering the Configuration workshops to the City Project Team, assisting the City in configuring the Versadex RMS, and reviewing business re-engineering options.

The **Versaterm Technical Lead** is responsible for delivering the technical aspects of the project, assisting in the Configuration workshops, and providing technical support to the project.

2.5.3 CITY RESPONSIBILITIES

The City's overall responsibility is to establish a designated Project Team for the duration of this project. The Project Team members should have the expertise to carry out the assigned Project tasks and responsibilities as indicated in this Statement of Work. The City must ensure that City personnel have ample time, resources, and expertise to carry out their assigned Project tasks and responsibilities.

The City is responsible to provide desktop computers and mobile workstations for the City to use during the Configuration phase. The City workstations must meet Versaterm's minimum specifications as specified in Exhibit F – Minimum Client and Peripheral Specifications. Additionally, the City must provide Versaterm with VPN connectivity with remote desktop access to city computers for troubleshooting workstation related items. When appropriate, Versaterm will connect to City infrastructure, workstation(s), and/or MDT(s) via SecureLink. (Mesa PD provides SecureLink VPN for all vendors at no cost to the vendor). The City is also responsible to provide access to information and the staff required for data conversion as specified in this Statement of Work.

2.5.4 CITY PROJECT TEAM

The City will provide a Project Team consisting of, but not limited to, the following roles, which may change based on project need:

- Technical Lead
- System Administrator
- Application Administrator
- GIS Specialist
- Infrastructure Specialist
- Operational Lead
- Crime Analyst
- Records Specialist
- Investigations Specialist
- Patrol Division Specialist
- Property and Evidence Division Specialist
- Detention Specialist

2.6 PROJECT IMPLEMENTATION SCHEDULE

The Project Implementation Schedule will be updated as necessary over the course of the Project. All changes to the schedule will be mutually agreed upon and, if required, documented via the mutually agreed upon Change Order Process.

2.6.1 CHANGE ORDERS

In accordance with the Change Order Process (Exhibit A.7), should a change to the Project Implementation Schedule be deemed necessary, the City and Versaterm Project Managers will discuss and review the Project Implementation Schedule. The City and Versaterm will verify the availability of resources to complete scheduled tasks and adjust the schedule to accommodate any known variations in availability. The Versaterm Project Manager will update the Project Implementation Schedule.

2.7 TASK COMPLETION

When all criteria has been met for each task in this Statement of Work, the Versaterm Project Manager will be responsible for providing written notification (via email) to the City Project Manager, specifying the task and confirming the criteria that was met. Upon the City's review and approval of the completed task, the City will notify the Versaterm Project Manager of the approval and will retain a copy of the confirmation for the purposes of milestone payments that are dependent on certain tasks.

3 SOFTWARE DELIVERABLES

This section describes the Project's software deliverables to be provided by Versaterm. Detail information regarding some deliverables may be found elsewhere (Interface Control Document (Exhibit A.3).

Cost information for each deliverable is included in Exhibit C - Price and Payment Terms. Options City elects to include in the project scope will add cost and will be paid according to the Change Order. Interfaces, options, and priced components that the City removes from scope will result in a credit toward cost, as designated by the particular Change Order.

3.1 SOFTWARE

- See Exhibit E – License Terms and Conditions, Annex A – List of Licensed Programs

3.2 INTERFACES – FOR GO-LIVE

- See Exhibit E – License Terms and Conditions, Annex A – List of Licensed Programs

3.3 INTERFACES – FOR POST-LIVE

- See Exhibit E – License Terms and Conditions, Annex A – List of Licensed Programs

3.4 REDUNDANCY AND BACKUP DELIVERABLES

The Versaterm cloud RMS makes use of multiple back end application instances, supporting an active-active configuration, that are load balanced across AWS Availability Zones (AZs). Availability Zones are separate datacenters connected to each other via low latency network links and completely separate infrastructure. This makes the RMS not only highly available, but fault tolerant as well since an outage of a single node or availability zone (datacenter), will not cause an extended outage to the end user (users will be automatically re-directed to the surviving datacenter/nodes where they may have to re-authenticate/login to the RMS). While the Versaterm RMS vCloud configuration provides resiliency across datacenters/AZs, it does not protect against an outage of the entire AWS GovCloud Region.

RMS users connect to the application by means of a highly available load balancer in the AWS infrastructure, which will authenticate the user against Mesa PD on-premise Active Directory user store, then direct the user to one of the availability zones (datacenters). Two-factor authentication for the client RMS workstations and mobile workstations is the City's responsibility.

The underlying application and data files are stored across the AZs, which provides resiliency. Multiple copies of the files and database are maintained. This configuration will provide the 99.99% availability requested (see Exhibit A.8 – System Performance and Availability Standards for exceptions) as well as 99.99999999% (11-9s) durability of stored data (for files stored on and backed up to AWS S3 data storage).

All of the data in the RMS is encrypted at rest and in transit including database backups and data files. A strict backup mechanism further ensures that the entire environment is safe should any unforeseen problem cause

major issues in the main environments. A rotation of daily and monthly snapshot backup files will be copied to AWS's S3 file storage system, which is encrypted and highly resilient (a minimum of 3 copies of the data is kept).

4 KEY ASSUMPTIONS AND CONTRAINTS

4.1 SOFTWARE VERSION

- Versaterm will supply the latest, released, version of the products to Mesa PD.
- As a hosted System, Versaterm will keep the products up to date with the latest release, within the parameters of Versaterm's Update and Upgrade processes.

4.2 THIRD-PARTY PRODUCTS, HARDWARE AND/OR SERVICES

These are **not** provided by Versaterm, but are required for the solution:

- Hexagon's Generic MDT Interface (for CAD/MDT Interface)
- Hexagon's CAD to Generic RMS Interface for Queries
- Hexagon's Generic Informer Interface
- Mobile Printers (to print eCitations, 30-day Tows, etc. in the vehicles)
- Smartphones (for driver's license and registration scanning, fingerprint capture, signature capture)
- Connection to AWS GovCloud (Direct Connect is optional)
- Barcode scanning devices
- Barcode printers
- Fingerprint scanning devices

5 STATEMENT OF WORK TASKS

This section describes the Project's major implementation tasks, identifying City and Versaterm responsibilities, prerequisites, Versaterm deliverables and completion criteria for each task.

The precursors, start dates and durations, and responsible resources for each task are tracked in the Project Implementation Schedule (Exhibit A.2). Statement of Work tasks outlined below and the tasks in the Project Implementation Schedule may not always start and complete in a sequential manner.

5.1 PLANNING PHASE

TASK #1 INITIATE PROJECT

The Project will officially start upon the Effective Date of the Agreement.

In this task, the City and Versaterm Project Managers will hold a series of meetings to initiate the project. The Project Managers will establish the Project Action Item Log and confirm a Communication Plan.

VERSATERM RESPONSIBILITIES

- Schedule the meetings to initiate the project with the City Project Manager.
- Collaborate with the City's Project Managers to design the format of the Project Action Item Log, Issues List, Change/Decision log, Risk List/Register, and Change Management Items List.
- Collaborate with the City's Project Managers to establish and confirm the Communication Plan.
- Identify to the City the recommended Versadex RMS tables that can be initially loaded with local values (for the purposes of the Configuration Workshops), such as but not limited to: Officer ID numbers, user accounts and offense codes.

CITY RESPONSIBILITIES

- Host the meeting to initiate the project with the Versaterm Project Manager.
- Collaborate with the Versaterm Project Manager to design the format of the Project's Action Item Log on City's SharePoint site.
- Collaborate with the Versaterm Project Manager to establish and confirm the Communication Plan.
- Assign resources to provide information to load the Versadex RMS tables.
- Provide Versaterm with local values for initial loading into the Versadex RMS tables.

PREREQUISITES

- Agreement Execution.

VERSATERM DELIVERABLES

- Project Action Item Log format and initial content on City's SharePoint site.

TASK COMPLETION CRITERIA

- The required discussions have been held.
- The City has approved the format and content of the initial Action Item Log on City's SharePoint site.
- The City and Versaterm have confirmed the Communication Plan.

TASK #2 FINALIZE PROJECT IMPLEMENTATION SCHEDULE

In this task the Project Managers will finalize the Project Implementation Schedule.

VERSATERM RESPONSIBILITIES

- Identify and verify Versaterm resources are available.
- Meet with the City Project Manager to discuss the Project Implementation Schedule.
- Update the Project Implementation Schedule within ten (10) days of meeting with the City Project Manager.

CITY RESPONSIBILITIES

- Provide input to the Project Implementation Schedule.
- Identify and verify City resources are available.

PREREQUISITES

- Agreement Execution.

VERSATERM DELIVERABLES

- Final Project Implementation Schedule.

TASK COMPLETION CRITERIA

- The final version of the Project Implementation Schedule is approved by the City.

TASK #3 PROJECT KICKOFF MEETING

City and Versaterm Project Managers will collaborate to develop the agenda and materials for an on-site Project Kick-off meeting to introduce the project to City Project Team and key stakeholders. This meeting will include a high-level presentation covering the following topics:

- Overall project scope
- Key contract elements
- City Project Team introduction
- City Project Team requirements, roles, and assignments
- Versaterm Project Team introduction
- Versaterm roles and assignments
- Project Implementation Schedule
- System implementation approach options
- Other key project details (e.g., risks, communication plan, change management)

VERSATERM RESPONSIBILITIES

- Work with the City to develop the Kickoff Presentation.
- Participate in the Project Kickoff Meeting.

CITY RESPONSIBILITIES

- Provide location and logistical support for Project Kickoff meeting.
- Invite Project Team and other key stakeholders to attend meeting.
- Participate in the Project Kickoff presentation.

PREREQUISITES

- Project Implementation Schedule has been finalized.

TASK COMPLETION CRITERIA

- Project Kickoff Meeting concluded.

TASK #4 ESTABLISH COMMUNICATION TO AWS

This task is to establish connectivity between the City and the Versadex RMS installed in the Versaterm VPC (Virtual Private Cloud) in the AWS GovCloud (US) Region.

Separate VPCs are supported for the Versadex RMS Production and Non-Production environments.

A secure redundant connection (tunnel) is being established between the City and the Versaterm VPC in the AWS GovCloud (US). It is assumed that all customer access to the Versaterm RMS will be done through this secure connection. That is, a user must first authenticate and connect to the local City network before gaining access to the RMS. This applies to all users, including any remote or external users (e.g. court or other). Users will not be able to access the RMS without coming through the established secure tunnel between the City and the Versaterm VPC.

All exchanges between the Versaterm applications in the AWS GovCloud (US) and any onsite servers or services (interface servers, FTP servers, etc.) will communicate through the secure connection (tunnel) established between the City and the Versaterm VPC in AWS.

The City can connect to AWS via either an Internet connection (Customer Gateway IPsec VPN tunnel routable through the Internet), or a Direct Connect connection to AWS. Costs and requirements will differ for each (costs for a Direct Connect link to AWS are not included as part of the costs provided by Versaterm). If using a Direct Connect link to AWS, the City will need to provision the Direct Connect connection under their own AWS Account. The City would then setup a VPC to do an inter-VPC link to Versaterm's (transit) VPC in GovCloud.

Redundant connections are recommended to minimize service interruption (either two separate Direct Connect links; two separate Internet connections; or one Direct Connect link and a separate backup Internet connection).

All connections to the Versaterm VPC in AWS GovCloud, whether an Internet connection or Direct Connect link, will go through an encrypted IPsec VPN tunnel. To configure an IPsec VPN tunnel on a Direct Connect link, the Direct Connect link must connect to a public VIF in AWS.

VERSATERM RESPONSIBILITIES

- Work with the City to review and finalize connectivity to AWS, including reviewing connectivity requirements, data transfer and network bandwidth requirements, and level of service required (redundancy requirements)
- Work with the City to confirm how MPD will connect to AWS (Customer Gateway IPsec VPN tunnel (routable through the internet), or Direct Connect connection to AWS, or combination of both)
- Provide a list of network ports and services that need to be enabled (opened) between the City local network and AWS (both ways)
- Versaterm will provide a list of supported IPsec VPN hardware to the City (for the local customer VPN hardware) compatible with AWS/Versaterm's VPN solution
- Versaterm will supply requirements to the City to connect to our VPN end points in AWS GovCloud (US)
- Enable City access to the Versaterm VPC(s) in the AWS GovCloud (US) Region
- Define routing rules for the City provided IP ranges, on the Versaterm core VPN tunnel, for access to any City on-premise servers/services Versadex RMS will need access to (for interfaces, etc.)
- Test connectivity with the City

CITY RESPONSIBILITIES

- Provide a local network specialist who can work with the PD and Versaterm to establish required network connectivity
- Review network bandwidth requirements, and network connection redundancy requirements with Versaterm to determine how the City will connect to AWS (Customer Gateway IPSec VPN tunnel, or Direct Connect connection to AWS)
- Identify onsite servers/services/interfaces Versadex RMS is to connect to
- Provide connectivity to AWS,
 - provide a secure connection for access to the Versaterm VPC(s) in the AWS GovCloud (US) Region; the connection must be capable of supporting the City bandwidth requirements identified above
 - to minimize service interruptions, separate, redundant connections are required; dedicated circuits are preferred
 - if Direct Connect connection(s) to AWS is to be supported (as determine by local bandwidth and other requirements), work with the City local telco provider, AWS, AWS Direct Connect Partner, and Versaterm to finalize detailed requirements and establish required Direct Connection(s) to the Versaterm VPC(s) in the AWS GovCloud Region
- Provide Customer Gateway VPN(s),
(for clarity, a Customer Gateway is a physical device or software application on the City side of the VPN connection)
 - provide secure IPSec Customer Gateway VPNs capable of meeting City connectivity and bandwidth requirements. Customer Gateway VPNs compatible with the AWS/Versaterm supported platform (as provided by Versaterm) are required. Redundant Gateways/VPNs are also required to minimize service interruption
 - IPSec Customer Gateway VPNs must support and be certified for FIPS 140-2
 - provide Customer Gateway VPN hardware (e.g. Cisco), platform (e.g. ISR Series Routers), and software version (IOS 12.4) to Versaterm
 - provide internet-routable IP address for the Customer Gateway VPN(s)' external interface which Versaterm will use when configuring our VPN end points (value must be static); Customer Gateway VPN(s) may reside behind a device performing network address translations(NAT)
 - provide the City BGP ASN (Border Gateway Protocol, Autonomous System Number) to Versaterm, if any
 - identify IP range (IP subnet pre-fixes) for all nodes connecting to the Versaterm VPC(s), including user desktop workstations and any City onsite servers the Versadex RMS will need access to (for interfaces, etc.)
 - configure Customer Gateway VPN device(s) as required to support access to the Versaterm VPC(s)
- Provide a method of local auditing of connections on a per user basis
- In the case of IP subnet conflicts, the City will be responsible for resolving the conflicts (using NAT translation, or other) on their local network interface
- Test connectivity with Versaterm (for The City internal, and remote/external users)

- Monitor network and Customer Gateway VPN connections and troubleshoot any issues that arise
- Provide 7x24 technical network support

PREREQUISITES

Initiate Project.

DELIVERABLES

- List of required network ports and services that need to be enabled
- List of requirements to connect to the Versaterm VPN end points in AWS GovCloud (US Region)
- Enable City access to the Versaterm VPC(s) in the AWS GovCloud

TASK COMPLETION / ACCEPTANCE CRITERIA

The task will be complete when all of the following actions have been completed to the City's satisfaction and an Acceptance Certificate has been issued by the City for all Deliverables associated with this task.

- City connectivity is installed, configured, and The City is able to connect to the Versaterm VPC in the AWS GovCloud (US) Region.

5.2 CONFIGURATION PHASE

The purpose of the Configuration Phase is to build and configure the System.

These tasks and deliverables include both technical tasks and software familiarity tasks. Technical tasks involve activities such as the setup of the software, the development of the interfaces, testing of data conversion runs, and building agency-specific stylesheets, reports, and dashboard configurations, whereas, software familiarity tasks involve a number of activities that take place in the form of Configuration Workshops.

Configuration Workshops provide the City's Project Team with an overall understanding of the Versadex applications and interfaces, including all of the possible configuration options. A total of four (4) Configuration Workshops will be delivered (onsite) by Versaterm to the City's Project Team.

The topics covered in each Workshop week are prepared by Versaterm (designed to provide a gradual learning experience), where each day will incorporate a combination of product demonstrations, system configuration explanations, business practice analysis, business workflow process discussions, and hands-on exercises. In addition to product familiarization, the Workshops also focus on discussing current-versus-future workflow processes, and the impacts the future process will have on the affected end-users.

See the Training Plan for the topics to be covered in the Configuration Workshops. Note that they will be divided between the four workshops.

TASK #5 SYSTEM SETUP AND CONFIGURATION

Versaterm will setup and configure a Development/Test environment within the Versaterm Virtual Private Cloud in the AWS GovCloud (US) Region, in accordance with the agreed to Project Schedule. The resulting deliverable will provide a platform for the City's Onboarding team to access the System in AWS.

As part of this task, Versaterm will also setup and enable user authentication against the local City Microsoft Active Directory (AD) store. Versaterm is looking to stand-up an authentication broker supporting AD Federated Services, whereby users will be authenticated against their local Active Directory data store. This is accomplished by setting up a trust relationship between the Versaterm Authentication Broker configured in each VPC environment and the local customer OpenID Connect compatible identity provider (IdP) (e.g. Active Directory Federated Services (ADFS) for AD 2016, or other IdP for older AD versions). OpenID Connect is a standard authentication protocol to identify the identity of an end-user.

Versaterm has not yet finalized our Authentication Broker, and while Versaterm is looking to support OpenID Connect and AD Federated Services, this may not be possible. Should this be the case, Versaterm will provide an alternate method to authenticate users against the local City Active Directory (customer requirements to be defined once the solution has been confirmed).

Once the environment is setup, Versaterm will provide the City with the URLs for the City users to access the Versadex RMS in the Versaterm Virtual Private Cloud in AWS.

As part of this task, which is necessary to conduct the Configuration Workshops, Versaterm will provide the Versadex MDT and MRE software to the City.

VERSATERM RESPONSIBILITIES

- Install the Development/Test environment on the AWS GovCloud
- Load initial values into the Versadex RMS tables using data provided by the City.
- Provide the client modules of the Versadex MDT and MRE and installation instructions to the City.
- Create the RDS (Relational Database Service) instances for the customer Development/Test database.
- Create customer multi-media document store (for document attachments).
- Create customer data store for audit and log storage (local administrator accessible).
- Configure the application for User use.
- Setup and configure customer interface services for the Versaterm Message Controller (VMC)
- Create folders for interface drop-offs (files from 3rd parties for import to Versadex RMS).
- Configure system monitoring and alerts.
- Create AWS Identity and Access Management (IAM) account for authorized customer system administrator to access customer audit files and logs, as well as customer read-replica database instance.
- Provide requirements to the City for connectivity to the Versaterm Authentication Broker; and configure the Development/Test environments to authenticate against the City Active Directory
- Provide application connectivity instructions and URLs.

CITY RESPONSIBILITIES

- Assist Versaterm in configuring the Development/Test environment to authenticate against the City Active Directory.
- Work with the Versaterm to finalize the setup of the system environment (test and confirm that the City users can access the System)
- Install the mobile client module of the Application Software on City workstations that will be used during the Onboarding activities.
- Work with Versaterm to finalize the setup of the mobile workstations (test and confirm that the mobile workstations can access the System)

PREREQUISITES

- Establish communications to AWS
- City has provided local values for select Versadex RMS tables.

VERSATERM DELIVERABLES

- Versaterm-provided documentation on how to install and configure the client module (MDT and MRE) on City workstations.

TASK COMPLETION CRITERIA

- The System is installed, configured and fully operational on the System's Development/Test Environment.
- City confirmation that the initial set of Versadex RMS tables are correctly loaded into the Versadex RMS tables.
- The web access to the System is verified to be operational from the City workstations required to support the System's Onboarding activities.
- The mobile client module of the Application Software is installed and verified to be operational on the City workstations required to support the System's Onboarding activities.

TASK #6 CONDUCT CONFIGURATION WORKSHOP #1

During the first onsite week-long Configuration Workshop, Versaterm will provide the City's Project Team with a high-level introduction to the Versadex RMS, MDT and MRE applications.

The high-level introduction involves an overview of the functionality, features, and configuration options, as well as, a discussion of potential re-engineering points. The specific activities include demonstrations of the products, hands-on exercises and group discussions. Versaterm will devote time for the City's Project Team to present their current business practices as a contribution to the discussions regarding business process reengineering.

After the week is completed, Versaterm will provide specific action items and exercises for the City's Project Team to complete before the second Configuration Workshop.

VERSATERM RESPONSIBILITIES

- Coordinate and schedule the onsite Configuration Workshop #1 with the City's Project Managers.
- Provide the facility requirements for Configuration Workshop #1 to the City's Project Managers at least twenty (20) Business Days prior to the scheduled workshop.
- Provide an agenda with objectives and business processes to review no less than ten (15) Business Days prior to the scheduled workshop.
- Provide one reproducible copy of the Documentation and any required workshop materials (User and Configuration guides) in soft copy at least ten (10) Business Days prior to the scheduled workshop.
- Conduct in-depth demonstrations of the Application Software, identifying functionality and features supported, re-engineering points and configuration options.
- Provide hands-on exercises for the Project Team members to get familiar with the Systems.
- Assist the City's Project Team in reviewing the City's existing business processes and paper forms as compared with System data flow and table options.
- Discuss workflow analyses to assess any required business re-engineering impacts.
- Document any issues discussed during the Configuration Workshop that need to be resolved.

CITY RESPONSIBILITIES

- Coordinate the location and scheduling of the Configuration Workshop #1 with the Versaterm Project Manager.
- Provide a workshop facility that meets Versaterm's requirements.
- Identify and schedule the Configuration Workshop #1 attendees.
- Reproduce and provide the required Documentation and materials (User and Configuration guides) for Configuration Workshop #1 participants in both hard and soft copy formats.
- Ensure that designated Configuration Workshop #1 participants fully participate in the scheduled workshop.
- Prepare and lead reviews and discussions of the City's existing business processes identified in the workshop agenda.
- Identify and make note of known/potential workflow, process, job, and/or report changes.

PREREQUISITES

- Development/Test environment has been set up.
- Application Software has been delivered and installed.

VERSATERM DELIVERABLES

- Configuration Workshop #1 facility requirements.
- Configuration Workshop #1 material (User and Configuration guides) in hard and soft copy format for each workshop participant.
- Delivery of Configuration Workshop #1.

TASK COMPLETION CRITERIA

- Configuration Workshop #1 completed.
- Workshop participants have received sufficient training to navigate and begin the System Configuration.
- Any required City business process re-engineering points covered during the workshop have been identified and documented.
- All identified issues have been documented in the Action Items Log.

TASK #7 DATA CONVERSION

Versaterm and the City shall meet or participate in conference calls to review Data Conversion sources and Data Conversion Mapping, responsibilities, activities and expected results and perform the Data Conversion as specified in the Data Conversion Plan (Exhibit A.4).

VERSATERM RESPONSIBILITIES

- In collaboration with the City refine and finalize the Data Conversion Plan (Exhibit A.4).
- Develop/modify existing Data Conversion modules and Loading Programs as necessary.
- Provide necessary Documentation and guidance to the City's Implementation team.
- Identify and discuss pre-requisites in Data Configuration activities.
- Provide Application Software modules to take a snapshot and reset the Data Conversion database.
- Run the initial Data Conversion loads and train the City on how to run them.
- Assist and guide the City throughout the Data Conversion process.
- Run the final Data Conversion prior to Go Live.

CITY RESPONSIBILITIES

- In collaboration with Versaterm, refine and finalize the Data Conversion Plan (Exhibit A.4).
- Complete the tasks contained in the Data Conversion Plan for which the City is responsible.
- Extract and transform legacy data to be converted per the Data Conversion Plan into the appropriate Versadex API load format.
- With Versaterm assistance, as required, run the Data Conversion utility of the Software.
- Extract or arrange for the extraction of data for the final Data Conversion just prior to System Go-Live.
- Identify, extract, set up, convert, and load standalone databases and access software for selected legacy data that will not be converted and loaded into the System.

PREREQUISITES

- Conduct Configuration Workshop #1.

VERSATERM DELIVERABLES

- Conversion file layout specifications.
- Data conversion load programs.
- Field mapping sessions.

TASK COMPLETION CRITERIA

- The Data Conversion Plan (Exhibit A.4) is updated as required to Implement the identified conversion and loading of legacy data into the System.

- City Data Conversion Team has completed the iterative process of testing their extract programs and verifying the data in the Versadex RMS.

TASK #8 VERSATERM GIS INTERFACE INSTALLATION AND TRAINING

Several components within the System will utilize the City provided geographic information system (GIS) data. It is the City's responsibility to provide and maintain the GIS data that will be used by these System components. The GIS Interface Control Document (ICD) in Exhibit A.3 of this SOW establishes the requirements for the System's GIS information.

The Versaterm GIS Interface (VGI) creates the required System GIS data files by extracting the required information from ESRI shape files provided by the City.

The successful deployment of the System is contingent upon the City providing the required GIS data in the proper format and with the proper content.

As part of this task, Versaterm will provide training to the designated members of the City's Implementation team to provide an overview of the System's GIS structure and to review the requirements for the VGI data files. This training will also provide instruction on how to use the VGI tool to extract geo-related information (street names, ranges, intersections, addresses) from the map-based (ESRI) shape and landmark/common place name files for loading into the System's Street Index.

Following this training and throughout the Project, Versaterm will provide assistance and guidance as required to the City's GIS personnel in obtaining, merging, pre-processing, and loading the required GIS data into the System and adequately testing and correcting.

VERSATERM RESPONSIBILITIES

- Provide any required updates to the GIS Interface section of Exhibit A.3 of this SOW at least thirty (30) Business Days prior to the scheduled Training Session.
- Coordinate and schedule the VGI Training Session with the City's Project Manager.
- Provide VGI Training Session requirements to the City's Project Manager.
- Provide required skills and any pre-requisite training required by trainees.
- Provide Documentation and material required for the training in a format suitable for reproduction in soft copy at least ten (10) Business Days prior to the scheduled Training Sessions.
- Provide requirements for the workstation needed to support the VGI Software tool.
- Provide the City with the VGI Software tool and installation Documentation material.
- Coordinate and support the remote installation of the VGI Software tool.
- Lead and provide remote VGI Training Session that provides an overview of the System's GIS structure, reviews the GIS data file requirements, and provides instructions on how to Configure and run the VGI tool.

CITY RESPONSIBILITIES

- Gather, prepare, and pre-process the required GIS data for the Training Session.
- Provide workstations for running/processing the VGI Software tool that meet Versaterm specifications.
- With Versaterm assistance, install the VGI Software tool provided.

- Coordinate the location and scheduling of the remote VGI Training Session with Versaterm's Project Manager.
- Identify and schedule the VGI Training Session trainees.
- Reproduce and provide the required Documentation and training materials to VGI Training Session trainees.
- Ensure that the designated trainees attend the scheduled VGI Training Session.

PREREQUISITES

- Configuration Workshop #1
- Required GIS data available in the required format and with the proper content.

VERSATERM DELIVERABLES

- GIS data required for the Training Session in the proper format and with the proper content. Fully operational VGI Software tool installed and Configured on City provided workstations.
- VGI Training trainee pre-requisite training and required skill set.
- VGI Training Documentation and material for each trainee.
- Completed VGI Training Session per the Project Schedule.

TASK COMPLETION CRITERIA

- Completed VGI Training Session.
- Trainees have been adequately trained on the agreed upon VGI Training topics and are able to use the VGI tool effectively.

TASK #9 CONDUCT CONFIGURATION WORKSHOP #2

The second week-long onsite Configuration Workshop is a continuation of the first Configuration Workshop. Prior to the Workshop, Versaterm will review the progress achieved by the City's Project Team since the first Configuration Workshop. At the Workshop, Versaterm will provide a more in-depth understanding of the Versadex applications (RMS, MDT and MRE), using product demonstrations, hands-on exercises and group discussions. Versaterm will provide detailed demonstrations of additional configuration options and will facilitate further discussion of business process re-engineering opportunities. The City's Project Team will be expected to present current business practices that were not covered in the first Configuration Workshop.

After the week is completed, Versaterm will provide specific action items and exercises for the City's Project Team to work on before the next scheduled Configuration Workshop.

VERSATERM RESPONSIBILITIES

- Coordinate and schedule the onsite Configuration Workshop #2 with the City's Project Managers.
- Provide the facility requirements for Configuration Workshop #2 to the City's Project Managers at least twenty (20) Business Days prior to the scheduled workshop.
- Provide an agenda with objectives and business processes to review no fewer than fifteen (15) Business Days prior to the scheduled workshop.
- Provide one reproducible copy of any required workshop materials (User and Configuration guides) in soft copy format at least ten (10) Business Days prior to the scheduled workshop.
- Conduct additional in-depth demonstrations of the Application Software, identifying functionality supported, re-engineering points and Configuration options.
- Assist the City's Project Team in reviewing existing City business processes and forms as compared with System data flow and table options.
- Discuss workflow analyses to assess any required business re-engineering impacts.
- Document issues and any required City business re-engineering points.
- Review the System Configuration progress to-date.
- Review outstanding Configuration and business process re-engineering issues.

CITY RESPONSIBILITIES

- Coordinate the location and scheduling of Configuration Workshop #2 with the Versaterm Project Manager.
- Provide a workshop facility that meets Versaterm's requirements.
- Identify and schedule Configuration Workshop #2 participants.
- Reproduce and provide the required Documentation and materials (User and Configuration guides) to Configuration Workshop #2 participants in both hard and soft copy formats.
- Ensure that designated Configuration Workshop #2 participants fully participate in the scheduled workshop.
- Prepare and lead reviews and discussions of City existing business processes identified in the workshop agenda.

- Identify and make note of known/potential workflow, process, job, and/or report changes.

PREREQUISITES

- Completion of tasks assigned to City for completion after Configuration Workshop #1.
- Versaterm GIS Interface (VGI) Training
- GIS Data processed

VERSATERM DELIVERABLES

- Configuration Workshop #2 facility requirements.
- Configuration Workshop #2 participant pre-requisite training and required skill set.
- Configuration Workshop #2 Documentation and material (User and Configuration guides) in soft copy format.

TASK COMPLETION CRITERIA

- Delivery of Configuration Workshop #2.
- Workshop participants have received sufficient training to continue the System Configuration.
- Any required City business process re-engineering points covered during the workshop have been identified and documented.
- All identified issues have been documented.

TASK #10 SET UP TRAINING CLOUD ENVIRONMENT

Versaterm will create the Training Environment from the cloud Development/Test environment. Versaterm will configure the environment and database for training use. Versaterm will send a written notification to the City when it is satisfied that the System is ready for use.

VERSATERM RESPONSIBILITIES

- Create the Training Environment from the Development/Test environment.
- Send written notification to the City that the System is ready for use.

CITY RESPONSIBILITIES

- Test the Training environment.

PREREQUISITES

- Development/Test environment

TASK COMPLETION CRITERIA

- The Training environment configured and tested and is fully operational.

TASK #11 CONDUCT CONFIGURATION WORKSHOP #3

- The third week-long onsite Configuration Workshop is a continuation of the second Configuration Workshop. The objectives of the third Configuration Workshop are to review the City Project Team's progress, cover all functionality and features that have not been covered already, discuss the business process re-engineering decisions and impacts to the processes, confirm the configuration options and address any open issues.
- Versaterm will provide additional product demonstrations and hands-on exercises, as well as discuss the objectives of the next project phases (Testing and Training) with the Project Team and Project Managers.
- After the week is completed, Versaterm will provide specific action items that need to be completed before the next phase of the project.

VERSATERM RESPONSIBILITIES

- Coordinate and schedule the onsite Configuration Workshop #3 with the City's Project Managers.
- Provide the facility requirements for Configuration Workshop #3 to the City's Project Managers at least twenty (20) Business Days prior to the scheduled workshop.
- Provide an agenda with objectives and business processes to review no less than fifteen (15) Business Days prior to the scheduled workshop.
- Conduct additional in-depth demonstrations of the Application Software, identifying functionality supported, re-engineering points and Configuration options.
- Assist the City's Project Team in reviewing existing City business processes and forms as compared with System data flow and table options.
- Discuss workflow analyses to assess any required business re-engineering impacts.
- Document issues.
- Review the System Configuration progress to-date.
- Review outstanding Configuration and business process re-engineering issues.
- Answer questions and conduct in-depth demonstrations of the Application Software functionality as required.
- Review progress and demonstrate Interface functionality developed to-date.
- Review additional Configuration options.

CITY RESPONSIBILITIES

- Coordinate the location and scheduling of the Configuration Workshop #3 with the Versaterm Project Manager.
- Provide a workshop facility that meets Versaterm's requirements.
- Identify and schedule the Configuration Workshop #3 participants.
- Ensure that designated Configuration Workshop #3 participants fully participate in the scheduled workshop.
- Prepare and lead reviews and discussions of City existing business processes identified in the workshop agenda.
- Identify and make note of known/potential workflow, process, job, and/or report changes.

PREREQUISITES

- Completion of tasks assigned to City for completion after Configuration Workshop #2.

VERSATERM DELIVERABLES

- Configuration Workshop #3 facility requirements.
- Configuration Workshop #3
- Documentation of issues.

TASK COMPLETION CRITERIA

- Delivery of Configuration Workshop #3.
- Any required City business process re-engineering points covered during the workshop have been identified and documented.
- All identified issues have been documented.

TASK #12 CONDUCT CONFIGURATION WORKSHOP #4

- The fourth week-long onsite Configuration Workshop is a continuation of the third Configuration Workshop. The objectives of the fourth Configuration Workshop are to review the City Project Team's progress, cover all functionality and features that have not been covered already, discuss the business process re-engineering decisions and impacts to the processes, confirm the configuration options and address any open issues.
- Versaterm will provide additional product demonstrations and hands-on exercises, as well as discuss the objectives of the next project phases (Testing and Training) with the Project Team and Project Managers.
- After the week is completed, Versaterm will provide specific action items that need to be completed before the next phase of the project.

VERSATERM RESPONSIBILITIES

- Coordinate and schedule the onsite Configuration Workshop #4 with the City's Project Managers.
- Provide the facility requirements for Configuration Workshop #4 to the City's Project Managers at least twenty (20) Business Days prior to the scheduled workshop.
- Provide an agenda with objectives and business processes to review no less than fifteen (15) Business Days prior to the scheduled workshop.
- Conduct additional in-depth demonstrations of the Application Software, identifying functionality supported, re-engineering points and Configuration options.
- Assist the City's Project Team in reviewing existing City business processes and forms as compared with System data flow and table options.
- Discuss workflow analyses to assess any required business re-engineering impacts.
- Document issues.
- Review the System Configuration progress to-date.
- Review outstanding Configuration and business process re-engineering issues.
- Answer questions and conduct in-depth demonstrations of the Application Software functionality as required.
- Review progress and demonstrate Interface functionality developed to-date.
- Review additional Configuration options.

CITY RESPONSIBILITIES

- Coordinate the location and scheduling of the Configuration Workshop #4 with the Versaterm Project Manager.
- Provide a workshop facility that meets Versaterm's requirements.
- Identify and schedule the Configuration Workshop #4 participants.
- Ensure that designated Configuration Workshop #4 participants fully participate in the scheduled workshop.
- Prepare and lead reviews and discussions of City existing business processes identified in the workshop agenda.
- Identify and make note of known/potential workflow, process, job, and/or report changes.

PREREQUISITES

- Completion of tasks assigned to City for completion after Configuration Workshop #3.

VERSATERM DELIVERABLES

- Configuration Workshop #4 facility requirements.
- Configuration Workshop #4
- Documentation of issues.

TASK COMPLETION CRITERIA

- Delivery of Configuration Workshop #4. Workshop participants have received sufficient training to finalize the System Configuration.
- Any required City business process re-engineering points covered during the workshop have been identified and documented.
- All identified issues have been documented.

TASK #13 DEVELOP AND INSTALL INTERFACES

The Interfaces identified in Interface Control Document (Exhibit A.3) will be developed, installed and tested.

Interface development will follow Agile methodology to allow for contingencies (i.e., certain things can change once both Parties start developing). While Exhibit A.3 - ICD, serves to provide a high-level definition of the Scope, expectations and roles/responsibilities of each Interface, there is flexibility for making changes to the Interface expectations once the development and testing process begins, so long as Versaterm and the City mutually agree to any changes.

Any agreed upon changes are documented in conformance to Exhibit A.7, Change Order Process, and must be executed prior to continuing with the Interface development effort.

VERSATERM RESPONSIBILITIES

- Collaboratively, with the City and other Interface stakeholders, design, develop and install the Interfaces in accordance with each Interface's ICD.
- Discuss with the City and other Interface stakeholders any required changes in Interface Implementation from the Interface's ICD.
- Document additional detail and any exceptions and/or deviations from an Interface's ICD in a revised ICD for that Interface.
- Prepare a Change Order or Amendment, whichever is appropriate, for any significant changes to an Interface's ICD.
- Schedule Interface tests at least ten (10) Business Days prior to the scheduled testing.
- Perform initial testing on the Interfaces and provide the City with verification of functionality.

CITY RESPONSIBILITIES

- Collaboratively with Versaterm and other Interface stakeholders participate in the design, development and installation of the Interfaces in accordance with each Interface's ICD.
- Review and approve any required changes to an Interface ICD.
- Arrange for execution of mutually agreed upon ICD Change Orders or Amendments.
- Provide the most updated Documentation available from appropriate third party Interface stakeholders as required by Versaterm to complete the Interfaces.
- Provide all liaison support with third party Interface stakeholders as required to support the installation and testing of the Interfaces.
- Complete the tasks listed as City responsibilities specified in Exhibit A.3- ICD.
- Coordinate with Versaterm and third party Interface stakeholders to schedule Interface tests.
- Provide test facilities for the Interfaces.
- Verify the functionality of the Interfaces.

PREREQUISITES

- Set up Development/Test Environment

VERSATERM DELIVERABLES

- Documentation for any changes to the Interface Control Document.
- Design Specifications for each interface defined in the Interface Control Document.
- Implementation of Interfaces as defined in the Interface Control Document.
- Training as appropriate for each interface.

TASK COMPLETION CRITERIA

- Interface Control Documents (ICDs) are updated as required to Implement the Interfaces.
- The set of System Interfaces are installed and tested to verify that they operate in accordance with the ICDs contained in Exhibit A.3.

TASK #14 SET UP PRODUCTION CLOUD ENVIRONMENT

Versaterm will create the Production Environment from the cloud Training environment. Versaterm will configure the environment and database for Production Use. Versaterm will send a written notification to the City when it is satisfied that the System is ready for Functional Acceptance Testing in the Production Environment.

VERSATERM RESPONSIBILITIES

- Create the Production Environment from the Training environment.
- Send written notification to the City that the System is ready for Functional Acceptance Testing.

CITY RESPONSIBILITIES

- Test the Production environment.

PREREQUISITES

- Training environment

TASK COMPLETION CRITERIA

- The Production environment configured and tested and is fully operational.

5.3 TESTING PHASE

TASK #15 INTERFACE INTEGRATION TESTING

The purpose of Interface Integration Testing is to demonstrate and verify that all interfaces specified in the Interface Control Document meet or exceed the functionality and performance, that each interface is operational and ready for Functional Acceptance Testing, and that the data conversion was/will be successful.

The Interface Integration Testing occurs during the Configuration Phase of the implementation as interfaces are completed.

The Acceptance Test Plan (Exhibit A.5) provides details regarding the strategy, schedule, dependencies, environment, problem tracking and remedies, and completion criteria.

An Interface will be excluded from the Interface Integration Testing should the City be unable to meet the related Interface City responsibilities specified in the ICD. A Change Order or Amendment, whichever is appropriate, will be generated to document any changes.

VERSATERM RESPONSIBILITIES

- Provide the City with an electronic version of interface design specifications for the interfaces defined Interface Control Document.
- Coordinate and schedule the Interface Testing efforts with the City's Project Managers.
- Demonstrate each interface to the City's Project Team.
- With the assistance of the City's Project Team, test each interface to ensure that it meets or exceeds the functionality and performance measurements specified in the Interface Control Document.
- Document and track all defects reported by the City.
- Review and correct any discrepancies per the Acceptance Test Plan.
- Provide training to the City on interface setup, configuration, administration and usage of each interface.

CITY RESPONSIBILITIES

- Coordinate and schedule the Interface Testing efforts with the Versaterm Project Manager.
- Identify and schedule Interface Testing with the relevant City participants.
- Reproduce and provide the interface design specifications from Versaterm to the relevant City participants that will be involved in the Interface Testing.
- Ensure that the designated City participants attend and partake in the scheduled Interface Testing.
- Work with Versaterm to test each interface, identifying the type of correction needed to ensure that each interface conforms to the Interface Control Document.
- Retest any interfaces that did not meet the specifications.

PREREQUISITES

- Install of the Development/Test and Production environments
- Develop and install interfaces

VERSATERM DELIVERABLES

- Tracking document to track all issues reported.
- Corrections to errors or issues identified during Interface Testing.

TASK COMPLETION CRITERIA

- The City has verified that all interfaces operate as specified in the Interface Control Document.
- The City's Project Team and other select City staff are sufficiently trained to be able to administer, manage, and fully use each interface.

TASK #16 DATA CONVERSION TESTING

The purpose of Data Conversion Testing is to demonstrate and verify that the data conversion trial runs were successful, and therefore provide confidence that the final data conversion will also be successful.

The Data Conversion Testing occurs during the Configuration Phase of the implementation as conversion portions (MNI, Incidents, etc.) are completed.

The Acceptance Test Plan (Exhibit A.5) provides details regarding the strategy, schedule, dependencies, environment, problem tracking and remedies, and completion criteria.

VERSATERM RESPONSIBILITIES

- Provide error/warning reports to the City and assist the City's Implementation team to identify required corrections.
- Discuss quality assurance requirements and methods.
- Support the City in Data Conversion quality assurance tasks.
- Assist and guide the City throughout the Data Conversion process.

CITY RESPONSIBILITIES

- With Versaterm assistance, as required, run the Data Conversion utility of the Software.
- Correct identified Data Conversion errors.
- Perform quality assurance of converted data.
- Extract or arrange for the extraction of data for the final Data Conversion just prior to System Go-Live.

PREREQUISITES

- Configuration Workshop #1
- Data Conversion development and field mapping sessions

VERSATERM DELIVERABLES

- All identified issues have been documented.

TASK COMPLETION CRITERIA

- City Data Conversion Team has completed the iterative process of testing their extract programs and verifying the data in the Versadex RMS.

TASK #18 FUNCTIONAL UNIT TESTING

The purpose of Functional Unit Testing is to verify that the fully configured System, including the interfaces specified in the Interface Control Document, and the workflows and business processes such as data entry, reports, notifications, tasks, etc. meet the functional requirements described in the Agreement and system documentation.

The Functional Unit Testing occurs after the Configuration Phase and before the Training Phase of the implementation.

The Acceptance Test Plan (Exhibit A.5) provides details regarding the strategy, schedule, dependencies, server environment, problem tracking and remedies, and completion criteria.

VERSATERM RESPONSIBILITIES

- Review the Functional Unit Testing scripts created by the City.
- Provide support to the City as it conducts the Functional Unit Testing.
- Review, verify, and correct all defects classified as Level 1 or Level 2 Errors reported by the City.
- For all Level 3 and Level 4 Errors reported by the City, collaborate with the City to mutually agree upon the remedy.

CITY RESPONSIBILITIES

- Develop the Functional Unit Testing scripts.
- Generate any production data files needed for Functional Unit Testing.
- Execute the Functional Unit Testing plan and Functional Unit Testing scripts.
- Report all defects to Versaterm.
- Work with Versaterm to identify the correction needed to ensure that the System conforms to the System's expectations.
- Notify Versaterm in writing when Functional Unit Testing is completed.

PREREQUISITES

- Configuration Phase
- Interface Testing
- Data Conversion Test Runs (initial passes prior to final data conversion during cutover to Production Use)
- GIS data processed
- Setup the Development/Test and Production environments

VERSATERM DELIVERABLES

- Document and track all defects reported by the City.
- Review and correct any discrepancies per the Acceptance Test Plan.

TASK COMPLETION CRITERIA

- The System and interfaces have been verified by the City to operate as specified in the Agreement
- Versaterm has remedied all defects classified as Level 1 or Level 2 Errors and Versaterm and the City have mutually agreed upon the remedy for all Level 3 and Level 4 Errors.

TASK #19 SYSTEM PERFORMANCE TESTING

The purpose of the System Performance Test is to demonstrate that system response times meet the Performance Specifications in Exhibit A.8 of the Agreement. The City will conduct the System Performance Test as described in the Acceptance Test Plan (Exhibit A.5).

VERSATERM RESPONSIBILITIES

- Remotely support the City's Project Team as it conducts the System Performance Testing.
- Work with the City to determine a mutually acceptable load generation methodology and the performance monitoring approach employed during the test.
- Work with the City to troubleshoot the source of any discrepancies between observed and expected system performance i.
- Remedy discrepancies between observed and expected system performance per the Acceptance Test Plan.
- Work with the City to identify network, infrastructure, equipment or Application Software configuration modifications that can improve or resolve documented performance failures attributed to causes other than Application Software. City Responsibilities

CITY RESPONSIBILITIES

- Select, install, test, and operate any Third-Party performance testing tools that will be used to simulate production loads on the System.
- Coordinate all aspects of preparing, executing and reporting the results of the System Performance Testing.
- Work with Versaterm to determine a mutually acceptable load generation methodology and performance monitoring approach.
- Generate any data files needed for the System Performance Testing.
- Document any discrepancies between observed performance and the specifications contained in System Performance and Reliability Standards (Exhibit A.8).
- Perform the network, infrastructure, equipment or Application Software configuration modifications identified as necessary to improve or resolve documented performance failures attributed to causes other than Application Software.
- Notify Versaterm in writing when the System successfully completes the System Performance Testing.

PREREQUISITES

- Functional Unit Testing

VERSATERM DELIVERABLES

- Review and correct any discrepancies per the Acceptance Test Plan.

TASK COMPLETION CRITERIA

The System Performance Testing is considered complete when Versaterm has remedied all deviations from Performance Standards attributed to Application Software, and the City has notified Versaterm that it has completed the System Performance Test.

5.4 TRAINING PHASE

TASK #20 PREPARE TRAINING FACILITIES

The City is responsible for providing and preparing the necessary training facilities for training end-users.

VERSATERM RESPONSIBILITIES

- Provide the City with the technical requirements for the training facilities.

CITY RESPONSIBILITIES

- Provide network access requirements for remote training facilities being prepared by the City.
- Disseminate the technical facility requirements obtained from Versaterm to members preparing training facilities for the Project.
- Establish and disseminate minimum facility and equipment requirements to members preparing training facilities for the Project.
- Ensure that the required training facilities are available and properly configured in accordance with the Project Implementation Schedule.

PREREQUISITES

- Agreement Execution.

VERSATERM DELIVERABLES

- Training facility and equipment requirements.

TASK COMPLETION CRITERIA

- Training facility and equipment requirements are available and disseminated to the members responsible for preparing the Project's training facilities.
- The required number of training facilities is available and properly configured in accordance with the Project Implementation Schedule.

TASK #21 CONDUCT SYSTEM ADMINISTRATION TRAINING

Versaterm will provide, on-site at City facilities, up to an eight (8) hour System Administration Training course to the City's Technical System Administrators. The course can accommodate up to 12 participants, and will provide the City with a technical overview of the system, including, but not limited to:

- Architecture overview
- File structures and key file locations (various system logs and configuration files).
- Versadex related CRON jobs
- Introduction to the VMC (Versadex Message Controller)

VERSATERM RESPONSIBILITIES

- Coordinate and schedule the System Administration Training course with the City's Project Managers.
- Provide training facility requirements to the City's Project Managers.
- Provide participant skill and previous training requirements.
- Provide training documentation and material in a format suitable for reproduction in soft copy at least ten (10) Business Days prior to the scheduled Training Sessions.
- Conduct the System Administration Training Session.

CITY RESPONSIBILITIES

- Coordinate the location and scheduling of the System Administration Training course with the Versaterm Project Manager.
- Provide a training facility that meets Versaterm's requirements.
- Identify and schedule the System Administration Training Session participants.
- Reproduce and provide the required documentation and training materials to System Administration Training Session participants.
- Ensure that the designated participants attend the scheduled System Administration Training Sessions.

PREREQUISITES

- Production Environment Setup

VERSATERM DELIVERABLES

- Administration Training facility requirements.
- Administration Training participant pre-requisite training and required skill set.
- Administration Training documentation and material for each participant.

TASK COMPLETION CRITERIA

- Completed System Administration Training Session.

- Participants have been adequately trained on the agreed upon Administration Training

TASK #22 CONDUCT TRAIN-THE-TRAINER TRAINING

Versaterm will provide hands-on training to the City's Project Team members. Refer to the Training Plan (Exhibit A.6) which includes details related to the training approach, course outlines and sample training packages.

VERSATERM RESPONSIBILITIES

- Provide the City with a re-settable training database.
- Coordinate and schedule the Train-the-Trainer Training with the City's Project Managers.
- Provide Train-the-Trainer training facility requirements to the City's Project Managers.
- Provide required skills and any pre-requisite training required by Train-the-Trainer participants.
- Produce a reproducible set of Train-the-Trainer Training Documentation that includes the City's requirements, in soft copy.
- Conduct the Train-the-Trainers Training Session, including instructions on re-setting and administering the training database.

CITY RESPONSIBILITIES

- Assist in adapting the training scenarios to make use of familiar data and to include site-specific policy and/or process flow information.
- Coordinate the location and scheduling of the Train-the-Trainer Training with the Versaterm Project Manager.
- Provide a Train-the-Trainer training facility that meets Versaterm's requirements.
- Reproduce and provide the required Documentation to Train-the-Trainer Training participants.
- Ensure that the designated participants attend the scheduled Train-the-Trainer Training.

PREREQUISITES

- Training facility prepared.
- Testing successfully completed.

VERSATERM DELIVERABLES

- Train-the-trainer training facility requirements.
- Train-the-trainer participants pre-requisite training and required skill set.
- Train-the-trainer training documentation for each participant.
- Train-the-trainer training

TASK COMPLETION CRITERIA

- Delivery of Train-the-Trainer training, per the Training Plan.

- Participants have been adequately trained on the agreed-upon Train-the-Trainer training topics, are able to complete the training assignments/scenarios.

TASK #23 DECLARE SYSTEM READY FOR TRAINING

This task signifies that Versaterm has delivered all required software, interfaces, data conversion programs and Train-the-Trainer training, and remedied all Level 1 and Level 2 errors that are critical for the City to start training.

VERSATERM RESPONSIBILITIES

- Issue written notice to the City that the System is Ready for Training.
- Correct any defects mutually identified by the City and Versaterm as having to be corrected prior to the System being ready for the end-user training.

CITY RESPONSIBILITIES

- Within ten (10) Business Days after receiving Versaterm's "Ready for Training" notification, review the System's status and outstanding issues list and mutually identify with Versaterm any defects that must be corrected prior to its being used for end-user training.
- Issue a written notice to Versaterm that the System has been verified to be ready for end-user training.

PREREQUISITES

- Set Up and Test Disaster Recovery Environment
- Interface Testing
- Functional Acceptance Testing
- System Performance Testing
- Train-the-Trainer Training

VERSATERM DELIVERABLES

- Written notice to the City that the System is Ready for Training, once all defects mutually identified by the City and Versaterm have been corrected.

TASK COMPLETION CRITERIA

- Receipt by the City of Versaterm's written notice that the System is Ready for Training.
- Issuance of a written notice to Versaterm from the City that the System has been verified to be Ready for Training.

TASK #24 CONDUCT INTERNALS TRAINING

Versaterm will provide the City with a 2-day onsite Internals training course.

This training focuses primarily on database structure and relationships. Using the knowledge gained from this course, students will have the technical understanding to develop custom reports for the City's needs, and extract information for use in other applications.

VERSATERM RESPONSIBILITIES

- Coordinate and schedule the Internals Training Course with the City's Project Managers.
- Provide training facility requirements to the City's Project Managers.
- Provide required skills and any pre-requisite training required for training participants.
- Produce a reproducible set of Internals documentation and training material, in soft copy.

CITY RESPONSIBILITIES

- Coordinate the location and scheduling of the Internals Training Session with the Versaterm Project Manager.
- Provide a training facility that meets Versaterm's requirements.
- Identify and schedule the Internal Training participants.
- Reproduce and provide the required documentation and training materials to Internals Training participants.
- Ensure that the designated participants attend the scheduled Internals Training.

PREREQUISITES

- Prepare training facilities.

VERSATERM DELIVERABLES

- Internals training facility requirements.
- Internals participant pre-requisite training and required skill set.
- Internals training Documentation and material for each participant.

TASK COMPLETION CRITERIA

- Completed Internals Training Session.
- Participants have been adequately trained on the agreed upon Internals training topics.
- Participants have an in-depth technical an understanding of the internals of the Versadex RMS application.

TASK #25 CONDUCT END-USER TRAINING

Versaterm-trained City trainers will provide just-in-time training to end-users. Versaterm will provide at least two (2) training support resources onsite at City facilities for the first five (5) calendar days of the end-user training classes. Given that the training classes may be held at geographically dispersed locations and during various times of the day, the City and Versaterm will collaborate to optimize the in-class monitoring of Versaterm's resource. Versaterm will continue to provide remote support during the City's regular business hours for the remainder of the end-user training period.

VERSATERM RESPONSIBILITIES

- Provide at least two (2) training support resource (on-site) for the first five (5) calendar days of the training classes.
- While on-site, assist and observe the City-provided trainers and make recommendations on improving the training (if necessary).
- Provide remote support as needed during the end-user training period.

CITY RESPONSIBILITIES

- Provide adequate training facilities including screen projection resources and enough workstation positions for up to forty (40) students.
- Coordinate with Versaterm on the use and location of Versaterm's onsite training resource during the first five (5) calendar days of end-user training.
- Train additional trainers as necessary to staff the end-user training.
- Schedule and organize the end-user training schedule.
- Assign end-users to training classes at each facility.
- Assign trainers to training facilities so that at least one qualified trainer is present at each end-user training class.
- Prepare required training documentation and material for each end-user attending a training session.
- Ensure that the designated trainers and end-users attend their scheduled end-user training classes.

PREREQUISITES

- Training facility
- Train-the-trainer training

VERSATERM DELIVERABLES

- 2 training resources onsite for 5 calendar days
- Feedback to City training resources

TASK COMPLETION CRITERIA

- Completion of end-user training classes (prior to Production Use).

5.5 PRODUCTION PHASE

TASK #26 PERFORM FINAL DATA CONVERSION RUN

The City and Versaterm will schedule a final data conversion run as close to Cutover as possible. Versaterm will perform the final data conversion run.

VERSATERM RESPONSIBILITIES

- Perform final data conversion run.

CITY RESPONSIBILITIES

- Schedule final data conversion run.

PREREQUISITES

- Data Extraction and Loading Iterations

TASK COMPLETION CRITERIA

- Versaterm has successfully performed the final data conversion run.

TASK #27 PRODUCTION USE

- Versaterm will assist and support the City in placing the System into Production Use.

VERSATERM RESPONSIBILITIES

- Collaborate with the City to determine the date and time of the System cutover for Production Use.
- Provide sufficient onsite resources at least one (1) full Calendar Day prior to System cutover to assist the City's Project Team in preparing.
- Assist the City in placing the system into a Production Use status.
- Monitor the initial operation of the System and answer any operational questions raised by the City.
- Provide sufficient onsite resources to support the first five (5) full calendar days of Production Use.

CITY RESPONSIBILITIES

- Collaborate with Versaterm to determine the System Cutover date and time.
- Provide trained personnel to be the first line of Support.
- Set up and staff a “Go-Live War Room” to act as a central coordination point for Go-Live issues and support.
- Coordinate with Versaterm to schedule the onsite Versaterm resources as needed to support the first five (5) calendar days of Production Use.

PREREQUISITES

- End-User training

VERSATERM DELIVERABLES

- Onsite Versaterm resources in support of the System cutover to Production Use.

TASK COMPLETION CRITERIA

- The System is successfully operating in Production Use.

TASK #28 SOFTWARE SUBSCRIPTION BEGINS

This task signifies that the system is in production use and the annual subscription begins.

VERSATERM RESPONSIBILITIES

- Provide subscription invoice as per Exhibit D – Price and Payment Terms.

CITY RESPONSIBILITIES

- Pay the invoice as per terms identified in the Contract or provide written objection as to why the invoice should not be paid as per terms and conditions of the Contract.

PREREQUISITES

- Production Use

VERSATERM DELIVERABLES

- Provide subscription invoice

TASK COMPLETION CRITERIA

- Task is completed when the invoice is delivered and the City has accepted the invoice.

TASK #29 RELIABILITY ACCEPTANCE TESTING

After cutover to live operations, the System will undergo a thirty (30)-day test period. The City will use the System for its intended purposes and monitor system reliability, functionality, and performance. Errors will be tracked and remedied per the Acceptance Test Plan.

VERSATERM RESPONSIBILITIES

- Remedy reported issues per the Acceptance Test Plan.
- Support the City as required during the Reliability Acceptance Test.

CITY RESPONSIBILITIES

- Operate the System in Production Use.
- Monitor system functionality, performance, and reliability.
- Notify Versaterm immediately of any encountered issues that impact the Reliability Acceptance Testing.
- Notify Versaterm in writing of the successful conclusion of the Reliability Acceptance Testing.

PREREQUISITES

- System cutover to Production Use

VERSATERM DELIVERABLES

- Correction to any encountered System issues or defects as specified in the Acceptance Test Plan.
- System support as specified in Exhibit B – Annual Subscription Support Terms.

TASK COMPLETION CRITERIA

- The System has operated for thirty (30) Consecutive Days without a Level 1 or Level 2 Error and a mutually agreeable plan to remedy all Level 3 and Level 4 Errors has been developed.

TASK #30 FINAL SYSTEM ACCEPTANCE

Final System Acceptance will occur after the completion of the 30-day Reliability Acceptance Testing period without an occurrence of a Level 1 or 2 error, and when all Level 3 and Level 4 errors have been resolved or a mutually agreeable plan to remedy these errors has been developed.

If a Level 1 or 2 error occurs during the 30-day Reliability Acceptance Testing period, the 30-day Reliability Acceptance Testing period will begin again at such time there are no Level 1 or 2 errors.

VERSATERM RESPONSIBILITIES

- N/A

CITY RESPONSIBILITIES

- Notify Versaterm in writing of Final System Acceptance when all outstanding System issues or defects that preclude Final System Acceptance have been corrected.

PREREQUISITES

- Successful completion of the Reliability Acceptance Testing.

VERSATERM DELIVERABLES

- N/A

TASK COMPLETION CRITERIA

- City has provided written notice of Final System Acceptance to Versaterm.

5.6 POST LIVE ACTIVITIES

POST-LIVE DATA CONVERSION

Phase 2 (Post-Live) Data Conversion activities will be undertaken per the Data Conversion Plan. Responsibilities are the same as Phase 1 Conversion.

OPTIONAL ACTIVITIES

The below items have been proposed as options in the price proposal:

- 3-day Efficiency Assessment – A 3-day onsite assessment, conducted by Versaterm, to review how the City is doing with the Versadex system and make suggestions for improvements.
- Follow-up Train-the-Trainer Training – A session to re-train the Train the Trainer group to refresh topics as well as focus on any areas needing attention.

6 OUT OF SCOPE

The following items are specifically out of scope for this project:

- Computer Aided Dispatch (CAD) – however, this is included as a future option and if opted for, will become “within scope”
- Hardware
- Interfaces and Services provided by Hexagon

7 COMMUNICATION PLAN

The purpose of this communication plan is to provide meaningful, timely, and responsive communications that meets the needs of our staff and stakeholders, and ultimately supports a successful project completion, adoption, and utilization of the Versaterm RMS and MRE. Consequently, the project team and supporting readiness team members will regularly review and update the Plan throughout the project to ensure communication strategies and actions directly support and address key needs of the project, City staff, and citizens.

Communications Product	Audience	Key Interests/ Messages	Frequency	Delivery Method	Moderation Level
Weekly Status Reports	- MPD PM Team - Versaterm PM	- Status Review - Current/Recent Activities - Upcoming Activities - Communications - Current Resource Use - Timeline for Next Few Months	Weekly	Email	Project Manager
Meeting Agendas & Minutes	Meeting participants	- Agenda - Participants - Minutes - Action Items - Decisions - Identified Risks	As appropriate	Email	Project Manager
Command Staff Briefing	MPD Command Staff	- Status Review - Current/Recent Activities - Upcoming Activities - Current Resource Use - Future Resource Needs - Timeline for Next Few Months	Monthly	In person with PowerPoint, SharePoint and/or handouts as appropriate	City Project Manager or PDIT Administrator
RMS 2.0 Posters	MPD Staff	- General Introduction - Basic Timeline	Ongoing	Posters at MPD facilities	Project Manager
RMS 2.0 SharePoint, FAQ, and Q&A	MPD Staff	- Status Review - Current/Recent Activities - Upcoming Activities - Timeline for Next Few Months	Ongoing / Real-time	MPD Intranet	Project Manager

8 RISK MANAGEMENT PLAN

- Both the Versaterm and City Project Managers shall add to the Risk Register (SharePoint list) any reasonable risks that come to their attention – whether the risk is self-identified or suggested by someone else.
- Both the Versaterm and City Project Managers shall routinely (weekly) monitor and update the Risk Register including mitigation plans.
- When a risk is deemed likely or imminent, either the Versaterm or City Project Manager shall initiate the appropriate risk mitigation plan(s) as necessary and notify the appropriate team members.

9 APPROVALS

Name/Title	Signature	Approval Date

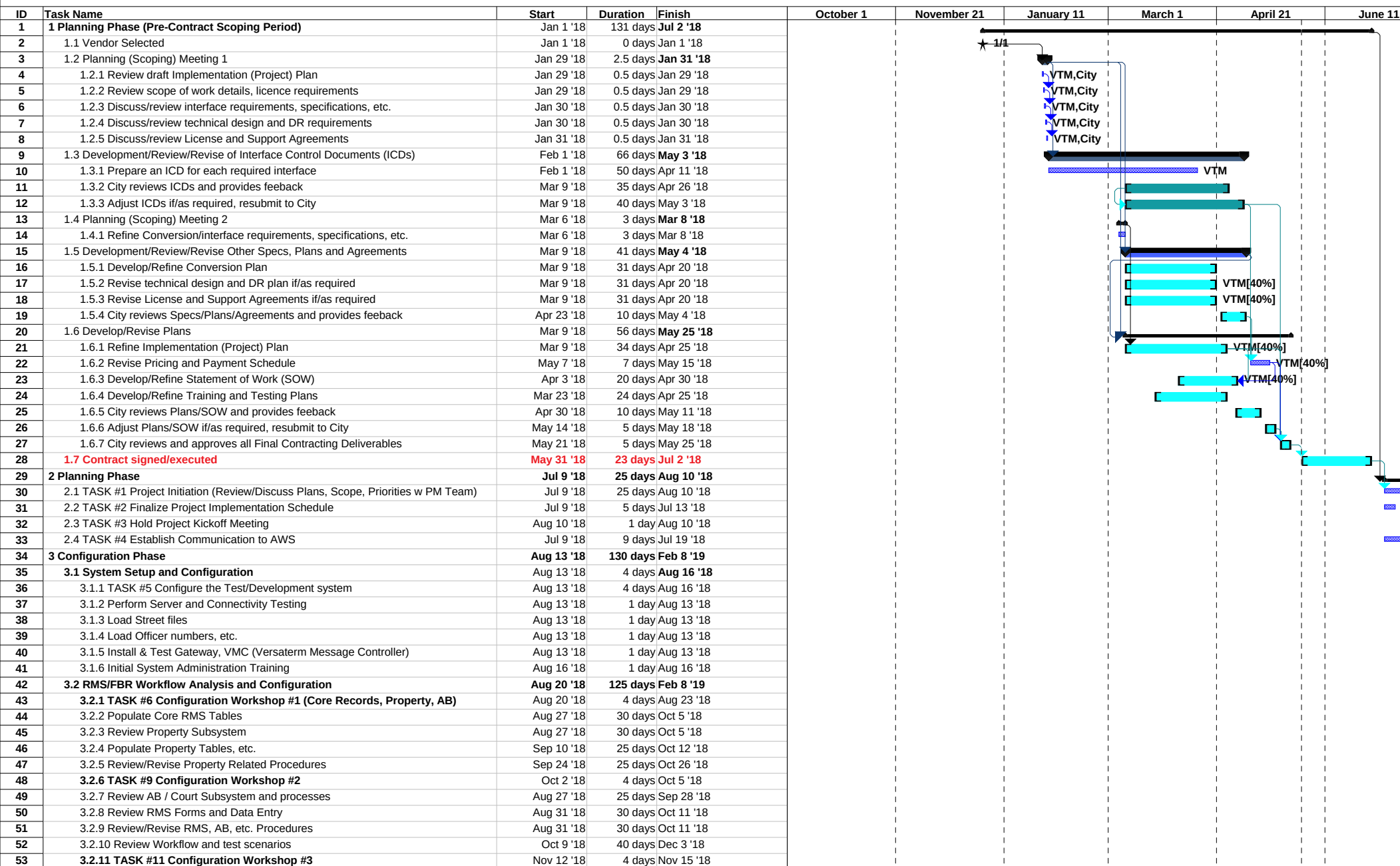
EXHIBIT A.2

PROJECT IMPLEMENTATION SCHEDULE



City of Mesa RMS Project Schedule

City of Mesa
Records Management System & Field-Based Reporting





City of Mesa RMS Project Schedule

City of Mesa
Records Management System & Field-Based Reporting

ID	Task Name	Start	Duration	Finish	October 1	November 21	January 11	March 1	April 21	June 11
54	3.2.12 Review/Revise Procedures (Property, RMS, AB), etc.	Nov 19 '18	35 days	Jan 4 '19						
55	3.2.13 Review Versadex standard reports, etc.	Nov 19 '18	25 days	Dec 21 '18						
56	3.2.14 Configure/Review Field-Based Reporting (FBR)	Dec 3 '18	25 days	Jan 4 '19						
57	3.2.15 Review/Configure Security	Nov 16 '18	25 days	Dec 20 '18						
58	3.2.16 TASK #12 Configuration Workshop #4	Jan 7 '19	4 days	Jan 10 '19						
59	3.2.17 Review Final System Configurations	Jan 11 '19	10 days	Jan 24 '19						
60	3.2.18 Develop / Document Procedures	Jan 25 '19	11 days	Feb 8 '19						
61	3.3 TASK #7 Data Conversion (Phase 1)	Aug 22 '18	123 days	Feb 8 '19						
62	3.3.1 Provide XML Specs to-date	Aug 22 '18	0.5 days	Aug 22 '18						
63	3.3.2 Conversion Workshop #1	Sep 3 '18	2 days	Sep 4 '18						
64	3.3.3 MNI & Mugshots -> Criminal Description	Sep 5 '18	29 days	Oct 15 '18						
65	3.3.3.1 Develop XML Extract	Sep 5 '18	6 days	Sep 12 '18						
66	3.3.3.2 Provide Sample Extract to Vtm	Sep 12 '18	0.5 days	Sep 12 '18						
67	3.3.3.3 Verify and Run Sample	Sep 13 '18	2 days	Sep 14 '18						
68	3.3.3.4 Document/Report Errors/Issues	Sep 17 '18	0.5 days	Sep 17 '18						
69	3.3.3.5 Correct / Adjust XML Extract	Sep 18 '18	3 days	Sep 20 '18						
70	3.3.3.6 Provide Sample Extract to Vtm	Sep 20 '18	0.5 days	Sep 20 '18						
71	3.3.3.7 Verify and Run Sample	Sep 21 '18	1 day	Sep 21 '18						
72	3.3.3.8 Document/ Report Errors/Issues	Sep 24 '18	0.5 days	Sep 24 '18						
73	3.3.3.9 Correct / Adjust XML Extract	Sep 25 '18	2 days	Sep 26 '18						
74	3.3.3.10 Provide Sample Extract to Vtm	Sep 26 '18	0.5 days	Sep 26 '18						
75	3.3.3.11 Verify and Run Sample	Sep 27 '18	1 day	Sep 27 '18						
76	3.3.3.12 QA Data	Sep 28 '18	2 days	Oct 1 '18						
77	3.3.3.13 Refine, Re-Run Loads & QA	Oct 2 '18	10 days	Oct 15 '18						
78	3.3.4 Alert Records -> Flag Records	Sep 27 '18	27 days	Nov 2 '18						
79	3.3.4.1 Review Alerts compared to Versadex Flag Records/Caution Codes	Sep 27 '18	2 days	Sep 28 '18						
80	3.3.4.2 Develop XML specs for Flag Records	Oct 1 '18	3 days	Oct 3 '18						
81	3.3.4.3 Develop XML Ingest Routines	Oct 4 '18	3 days	Oct 8 '18						
82	3.3.4.4 Develop Flag XML Extract	Oct 9 '18	5 days	Oct 15 '18						
83	3.3.4.5 Provide Sample Extract to Vtm	Oct 15 '18	0.5 days	Oct 15 '18						
84	3.3.4.6 Verify and Run Sample	Oct 16 '18	3 days	Oct 18 '18						
85	3.3.4.7 Document/ Report Errors/Issues	Oct 19 '18	1 day	Oct 19 '18						
86	3.3.4.8 Correct / Adjust XML Extract	Oct 22 '18	2 days	Oct 23 '18						
87	3.3.4.9 Provide Sample Extract to Vtm	Oct 23 '18	0.5 days	Oct 23 '18						
88	3.3.4.10 Verify and Run Sample	Oct 24 '18	1 day	Oct 24 '18						
89	3.3.4.11 QA Data	Oct 25 '18	2 days	Oct 26 '18						
90	3.3.4.12 Refine, Re-Run Loads & QA	Oct 29 '18	5 days	Nov 2 '18						
91	3.3.5 Incidents -> General Offenses (Active and Closed within 24 Months (including Collisions and Case Management))	Nov 1 '18	49 days	Jan 8 '19						
92	3.3.5.1 Review Field Mapping	Oct 24 '18	5 days	Oct 30 '18						
93	3.3.5.2 Develop Incident XML Extract	Oct 31 '18	10 days	Nov 13 '18						
94	3.3.5.3 Provide Sample Extract to Vtm	Nov 13 '18	0.5 days	Nov 13 '18						
95	3.3.5.4 Verify and Run Sample	Nov 14 '18	6 days	Nov 21 '18						
96	3.3.5.5 Document/ Report Errors/Issues	Nov 26 '18	1 day	Nov 26 '18						
97	3.3.5.6 Correct / Adjust XML Extract	Nov 27 '18	3 days	Nov 29 '18						
98	3.3.5.7 Provide Sample Extract to Vtm	Nov 29 '18	0.5 days	Nov 29 '18						
99	3.3.5.8 Verify and Run Sample	Nov 30 '18	1 day	Nov 30 '18						
100	3.3.5.9 Document/ Report Errors/Issues	Dec 3 '18	3 days	Dec 5 '18						
101	3.3.5.10 Correct / Adjust XML Extract	Dec 6 '18	3 days	Dec 10 '18						
102	3.3.5.11 Provide Sample Extract to Vtm	Dec 10 '18	0.5 days	Dec 10 '18						
103	3.3.5.12 Verify and Run Sample	Dec 11 '18	1 day	Dec 11 '18						
104	3.3.5.13 QA Data	Dec 12 '18	2 days	Dec 13 '18						
105	3.3.5.14 Refine, Re-Run Loads & QA	Dec 14 '18	7 days	Dec 24 '18						



City of Mesa RMS Project Schedule

City of Mesa
Records Management System & Field-Based Reporting

ID	Task Name	Start	Duration	Finish	October 1	November 21	January 11	March 1	April 21	June 11
106	3.3.6 QTel Property -> Property	Dec 11 '18	23 days	Jan 10 '19						
107	3.3.6.1 Review Field Mapping	Dec 11 '18	2 days	Dec 12 '18						
108	3.3.6.2 Develop Incident XML Extract	Dec 13 '18	5 days	Dec 19 '18						
109	3.3.6.3 Provide Sample Extract to Vtm	Dec 19 '18	0.5 days	Dec 19 '18						
110	3.3.6.4 Verify and Run Sample	Dec 19 '18	3 days	Dec 21 '18						
111	3.3.6.5 Document/ Report Errors/Issues	Dec 26 '18	1 day	Dec 26 '18						
112	3.3.6.6 Correct / Adjust XML Extract	Dec 27 '18	3 days	Dec 31 '18						
113	3.3.6.7 Provide Sample Extract to Vtm	Dec 31 '18	0.5 days	Dec 31 '18						
114	3.3.6.8 Verify and Run Sample	Jan 2 '19	1 day	Jan 2 '19						
115	3.3.6.9 QA Data	Jan 3 '19	1 day	Jan 3 '19						
116	3.3.6.10 Refine, Re-Run Loads & QA	Jan 4 '19	5 days	Jan 10 '19						
117	3.3.7 I/LEADS Property -> Property	Dec 20 '18	26 days	Jan 24 '19						
118	3.3.7.1 Review Field Mapping	Dec 20 '18	2 days	Dec 21 '18						
119	3.3.7.2 Develop Incident XML Extract	Dec 26 '18	7 days	Jan 3 '19						
120	3.3.7.3 Provide Sample Extract to Vtm	Jan 3 '19	0.5 days	Jan 3 '19						
121	3.3.7.4 Verify and Run Sample	Jan 4 '19	3 days	Jan 8 '19						
122	3.3.7.5 Document/ Report Errors/Issues	Jan 9 '19	1 day	Jan 9 '19						
123	3.3.7.6 Correct / Adjust XML Extract	Jan 10 '19	3 days	Jan 14 '19						
124	3.3.7.7 Provide Sample Extract to Vtm	Jan 14 '19	0.5 days	Jan 14 '19						
125	3.3.7.8 Verify and Run Sample	Jan 15 '19	1 day	Jan 15 '19						
126	3.3.7.9 QA Data	Jan 16 '19	2 days	Jan 17 '19						
127	3.3.7.10 Refine, Re-Run Loads & QA	Jan 18 '19	5 days	Jan 24 '19						
128	3.3.8 Arrests	Jan 3 '19	24 days	Feb 5 '19						
129	3.3.8.1 Review Field Mapping	Jan 3 '19	2 days	Jan 4 '19						
130	3.3.8.2 Develop Incident XML Extract	Jan 7 '19	8 days	Jan 16 '19						
131	3.3.8.3 Provide Sample Extract to Vtm	Jan 16 '19	0.5 days	Jan 16 '19						
132	3.3.8.4 Verify and Run Sample	Jan 17 '19	3 days	Jan 21 '19						
133	3.3.8.5 Document/ Report Errors/Issues	Jan 22 '19	1 day	Jan 22 '19						
134	3.3.8.6 Correct / Adjust XML Extract	Jan 23 '19	3 days	Jan 25 '19						
135	3.3.8.7 Provide Sample Extract to Vtm	Jan 25 '19	0.5 days	Jan 25 '19						
136	3.3.8.8 Verify and Run Sample	Jan 28 '19	1 day	Jan 28 '19						
137	3.3.8.9 QA Data	Jan 29 '19	2 days	Jan 30 '19						
138	3.3.8.10 Refine, Re-Run Loads & QA	Jan 31 '19	4 days	Feb 5 '19						
139	3.3.9 Field Contacts/Interviews -> Street Checks (All GMICs and last 6 months of Field Contacts)	Jan 17 '19	17 days	Feb 8 '19						
140	3.3.9.1 Review Field Mapping	Jan 17 '19	1 day	Jan 17 '19						
141	3.3.9.2 Develop Incident XML Extract	Jan 18 '19	4 days	Jan 23 '19						
142	3.3.9.3 Provide Sample Extract to Vtm	Jan 23 '19	0.5 days	Jan 23 '19						
143	3.3.9.4 Verify and Run Sample	Jan 23 '19	3 days	Jan 28 '19						
144	3.3.9.5 Document/ Report Errors/Issues	Jan 29 '19	1 day	Jan 29 '19						
145	3.3.9.6 Correct / Adjust XML Extract	Jan 30 '19	2 days	Jan 31 '19						
146	3.3.9.7 Provide Sample Extract to Vtm	Jan 31 '19	0.5 days	Jan 31 '19						
147	3.3.9.8 Verify and Run Sample	Feb 1 '19	1 day	Feb 1 '19						
148	3.3.9.9 QA Data	Feb 4 '19	2 days	Feb 5 '19						
149	3.3.9.10 Refine, Re-Run & QA	Feb 6 '19	3 days	Feb 8 '19						
150	3.4 TASK #13 Develop and Install Interfaces	Aug 20 '18	74 days	Nov 29 '18						
151	3.5 TASK #14 Production System Installation	Jan 18 '19	9 days	Jan 30 '19						
152	3.5.1 Configure Production Environment	Jan 18 '19	3 days	Jan 22 '19						
153	3.5.2 Configure Production Interfaces	Jan 23 '19	5 days	Jan 29 '19						
154	3.5.3 Final GIS/Street Load	Jan 30 '19	1 day	Jan 30 '19						
155	4 Testing Phase	Feb 11 '19	20 days	Mar 8 '19						
156	4.1 Interface Integration Testing and Training	Feb 11 '19	5 days	Feb 15 '19						
157	4.1.1 Interface Integration Test	Feb 11 '19	5 days	Feb 15 '19						



City of Mesa RMS Project Schedule

City of Mesa
Records Management System & Field-Based Reporting

ID	Task Name	Start	Duration	Finish	October 1	November 21	January 11	March 1	April 21	June 11
158	4.1.2 Sys Admin training on Interfaces	Feb 11 '19	5 days	Feb 15 '19						
159	4.2 Functional Unit Testing	Feb 18 '19	10 days	Mar 1 '19						
160	4.2.1 Conduct Functional Unit Testing	Feb 18 '19	10 days	Mar 1 '19						
161	4.3 System Performance Testing	Mar 4 '19	5 days	Mar 8 '19						
162	4.3.1 Run scripts developed for stress-testing	Mar 4 '19	5 days	Mar 8 '19						
163	4.3.2 Execute specific response tests, document response times	Mar 4 '19	5 days	Mar 8 '19						
164	5 Training Phase	Mar 11 '19	125 days	Aug 30 '19						
165	5.1 Prepare Training Facilities	Mar 11 '19	30 days	Apr 19 '19						
166	5.2 Conduct System Administration Training	Apr 19 '19	1 day	Apr 19 '19						
167	5.3 Train-the-Trainer Training (TTT)	Apr 22 '19	14 days	May 9 '19						
168	5.3.1 Train-the-Trainer Session #1	Apr 22 '19	4 days	Apr 25 '19						
169	5.3.2 Train-the-Trainer Session #2	May 6 '19	4 days	May 9 '19						
170	5.4 Declare System Ready for Training	May 9 '19	0 days	May 9 '19						
171	5.5 Conduct Internals Training (on DB Structure)	May 13 '19	2 days	May 14 '19						
172	5.6 End User Training	May 27 '19	70 days	Aug 30 '19						
173	5.6.1 Prepare to Deliver Training	May 27 '19	35 days	Jul 12 '19						
174	5.6.2 Conduct End User Training	Jul 22 '19	30 days	Aug 30 '19						
175	6 Production Phase	Aug 13 '19	16 days	Sep 3 '19						
176	6.1 Perform Final Data Conversion Run	Aug 13 '19	15 days	Sep 2 '19						
177	6.2 RMS / FBR PRODUCTION USE (Cut-over)	Sep 3 '19	0 days	Sep 3 '19						
178	7 Post Go-Live Activities	Sep 4 '19	38 days	Oct 25 '19						
179	7.1 Reliability and Performance Acceptance Period	Sep 4 '19	30 days	Oct 15 '19						
180	7.1.1 Repeat Performance (Response) Tests	Sep 4 '19	5 days	Sep 10 '19						
181	7.1.2 System Reliability Acceptance Period	Sep 4 '19	30 days	Oct 15 '19						
182	7.2 Final System Acceptance	Oct 15 '19	0 days	Oct 15 '19						
183	7.3 System Warranty Begins (12 months)	Oct 15 '19	0 days	Oct 15 '19						
184	8 Data Conversion (Phase 2- Post Go-Live)	Oct 28 '19	127 days	Apr 21 '20						
185	8.1 Conversion Workshop #2	Oct 28 '19	1 day	Oct 28 '19						
186	8.2 Incidents -> General Offenses (remaining Incidents, Crashes and Case Management)	Oct 28 '19	21 days	Nov 25 '19						
187	8.2.1 Provide Sample Extract to Vtm	Oct 28 '19	2 days	Oct 29 '19						
188	8.2.2 Verify and Run Sample	Oct 28 '19	2 days	Oct 29 '19						
189	8.2.3 Document/ Report Errors/Issues	Oct 30 '19	1 day	Oct 30 '19						
190	8.2.4 Correct / Adjust XML Extract	Oct 31 '19	1 day	Oct 31 '19						
191	8.2.5 Provide Sample Extract to Vtm	Oct 31 '19	0.5 days	Oct 31 '19						
192	8.2.6 Verify and Run Sample	Nov 1 '19	1 day	Nov 1 '19						
193	8.2.7 QA Data	Nov 4 '19	1 day	Nov 4 '19						
194	8.2.8 Refine, Re-Run, Load & QA	Nov 5 '19	15 days	Nov 25 '19						
195	8.3 Civil Papers -> Civil Process	Nov 5 '19	27 days	Dec 11 '19						
196	8.3.1 Review Field Mapping / File Format	Nov 5 '19	1 day	Nov 5 '19						
197	8.3.2 Develop Civil Ingest Routines	Nov 6 '19	5 days	Nov 12 '19						
198	8.3.3 Provide File Layout Specs	Nov 12 '19	0.5 days	Nov 12 '19						
199	8.3.4 Develop Formatted File	Nov 13 '19	5 days	Nov 19 '19						
200	8.3.5 Provide Sample Extract to Vtm	Nov 19 '19	0.5 days	Nov 19 '19						
201	8.3.6 Verify and Run Sample	Nov 20 '19	3 days	Nov 22 '19						
202	8.3.7 Document/ Report Errors/Issues	Nov 25 '19	1 day	Nov 25 '19						
203	8.3.8 Correct / Adjust Extract	Nov 26 '19	2 days	Nov 27 '19						
204	8.3.9 Provide Sample Extract to Vtm	Nov 27 '19	0.5 days	Nov 27 '19						
205	8.3.10 Verify and Run Sample	Dec 2 '19	1 day	Dec 2 '19						
206	8.3.11 QA Data	Dec 3 '19	2 days	Dec 4 '19						
207	8.3.12 Refine, Re-Run, Load & QA	Dec 5 '19	5 days	Dec 11 '19						
208	8.4 Bike Registration	Jan 6 '20	10 days	Jan 17 '20						
209	8.4.1 Review Field Mapping / File Format	Jan 6 '20	1 day	Jan 6 '20						



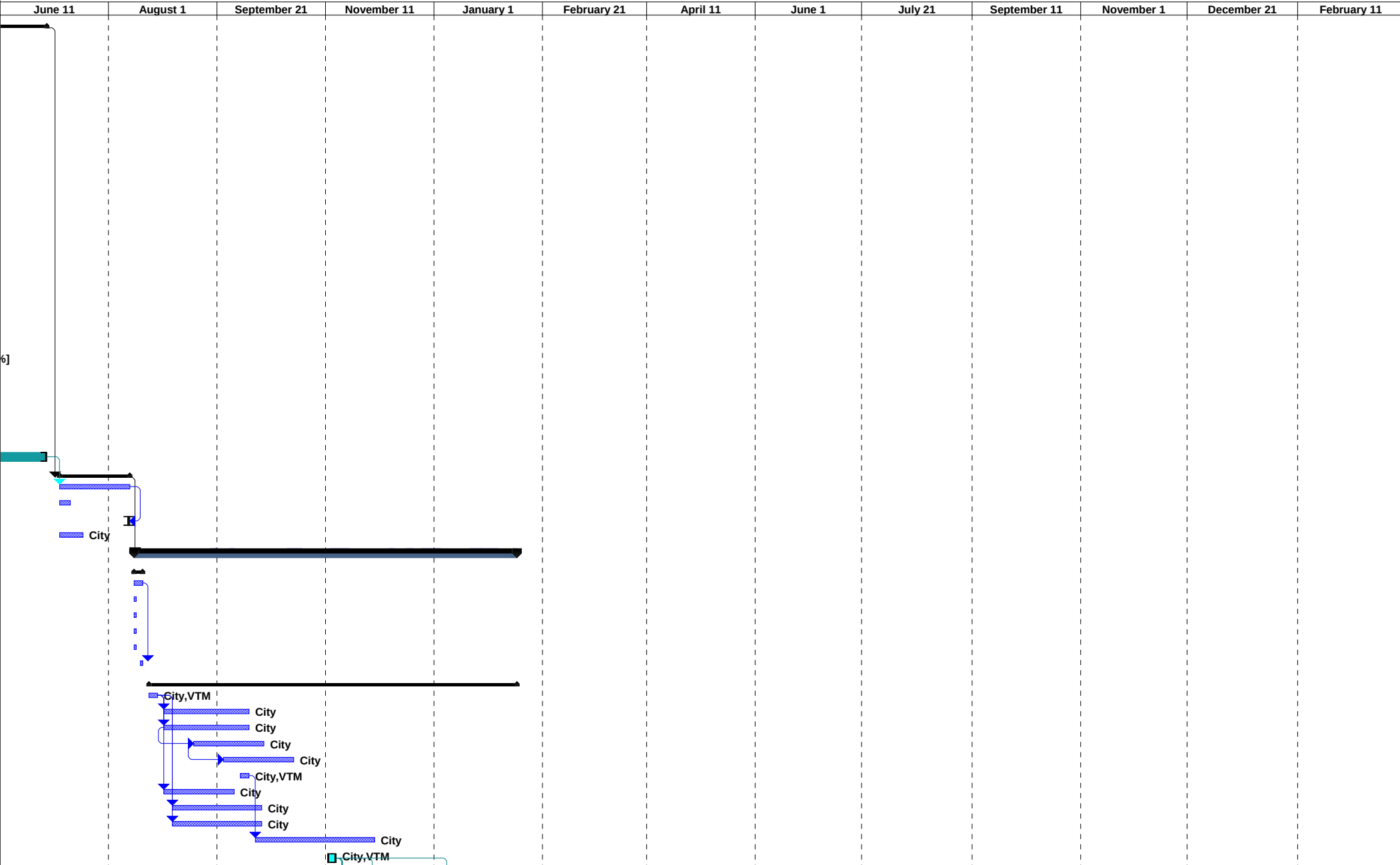
City of Mesa RMS Project Schedule

City of Mesa
Records Management System & Field-Based Reporting

ID	Task Name	Start	Duration	Finish	October 1	November 21	January 11	March 1	April 21	June 11
210	8.4.2 Provide File Layout Specs	Jan 7 '20	0.5 days	Jan 7 '20						
211	8.4.3 Develop CSV Formatted File	Jan 7 '20	2 days	Jan 8 '20						
212	8.4.4 Provide Sample Extract to Vtm	Jan 8 '20	0.5 days	Jan 8 '20						
213	8.4.5 Verify and Run Sample	Jan 9 '20	1 day	Jan 9 '20						
214	8.4.6 Document/ Report Errors/Issues	Jan 10 '20	1 day	Jan 10 '20						
215	8.4.7 Correct / Adjust Extract	Jan 13 '20	1 day	Jan 13 '20						
216	8.4.8 Provide Sample Extract to Vtm	Jan 13 '20	0.5 days	Jan 13 '20						
217	8.4.9 Verify and Run Sample	Jan 14 '20	1 day	Jan 14 '20						
218	8.4.10 QA Data	Jan 15 '20	1 day	Jan 15 '20						
219	8.4.11 Refine, Re-Run, Load & QA	Jan 16 '20	2 days	Jan 17 '20						
220	8.5 Gang Records -> Gangs and Related Names	Jan 16 '20	7 days	Jan 24 '20						
221	8.5.1 Review Field Mapping / CSV Format	Jan 16 '20	1 day	Jan 16 '20						
222	8.5.2 Develop CSV Ingest Routines	Jan 17 '20	1 day	Jan 17 '20						
223	8.5.3 Develop CSV Formatted File	Jan 17 '20	1 day	Jan 17 '20						
224	8.5.4 Provide Sample Extract to Vtm	Jan 17 '20	0.5 days	Jan 17 '20						
225	8.5.5 Verify and Run Sample	Jan 20 '20	1 day	Jan 20 '20						
226	8.5.6 Document/ Report Errors/Issues	Jan 21 '20	1 day	Jan 21 '20						
227	8.5.7 Correct / Adjust Extract	Jan 22 '20	1 day	Jan 22 '20						
228	8.5.8 Provide Sample Extract to Vtm	Jan 22 '20	0.5 days	Jan 22 '20						
229	8.5.9 Verify and Run Sample	Jan 23 '20	0.5 days	Jan 23 '20						
230	8.5.10 QA Data	Jan 23 '20	0.5 days	Jan 23 '20						
231	8.5.11 Refine, Re-Run, Load & QA	Jan 24 '20	1 day	Jan 24 '20						
232	8.6 Field Interviews -> Street Checks (remaining records)	Jan 27 '20	11 days	Feb 10 '20						
233	8.6.1 Provide Sample Extract to Vtm	Jan 27 '20	1 day	Jan 27 '20						
234	8.6.2 Verify and Run Sample	Jan 28 '20	1 day	Jan 28 '20						
235	8.6.3 Document/ Report Errors/Issues	Jan 29 '20	1 day	Jan 29 '20						
236	8.6.4 Correct / Adjust XML Extract	Jan 30 '20	1 day	Jan 30 '20						
237	8.6.5 Provide Sample Extract to Vtm	Jan 30 '20	0.5 days	Jan 30 '20						
238	8.6.6 Verify and Run Sample	Jan 31 '20	1 day	Jan 31 '20						
239	8.6.7 QA Data	Feb 3 '20	1 day	Feb 3 '20						
240	8.6.8 Refine, Re-Run & QA	Feb 4 '20	5 days	Feb 10 '20						
241	8.7 Citations	Feb 17 '20	21 days	Mar 16 '20						
242	8.7.1 Review Field Mapping / File Format	Feb 17 '20	1 day	Feb 17 '20						
243	8.7.2 Develop CSV Ingest Routines	Feb 18 '20	5 days	Feb 24 '20						
244	8.7.3 Develop CSV Formatted File	Feb 18 '20	6 days	Feb 25 '20						
245	8.7.4 Provide Sample Extract to Vtm	Feb 25 '20	0.5 days	Feb 25 '20						
246	8.7.5 Verify and Run Sample	Feb 26 '20	3 days	Feb 28 '20						
247	8.7.6 Document/ Report Errors/Issues	Mar 2 '20	1 day	Mar 2 '20						
248	8.7.7 Correct / Adjust Extract	Mar 3 '20	2 days	Mar 4 '20						
249	8.7.8 Provide Sample Extract to Vtm	Mar 4 '20	0.5 days	Mar 4 '20						
250	8.7.9 Verify and Run Sample	Mar 5 '20	1 day	Mar 5 '20						
251	8.7.10 QA Data	Mar 6 '20	2 days	Mar 9 '20						
252	8.7.11 Refine, Re-Run, Load & QA	Mar 10 '20	5 days	Mar 16 '20						



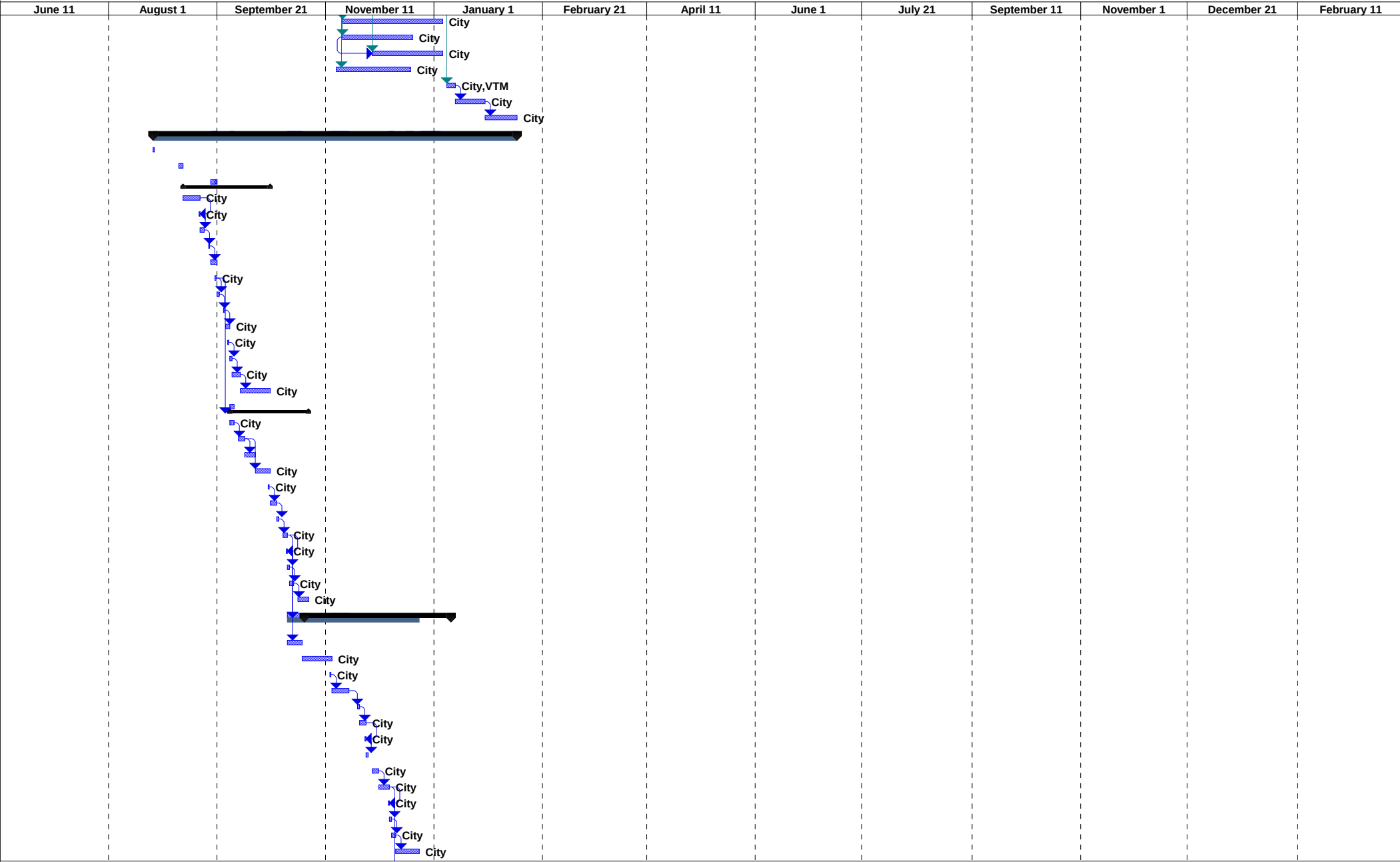
City of Mesa RMS Project Schedule





City of Mesa RMS Project Schedule

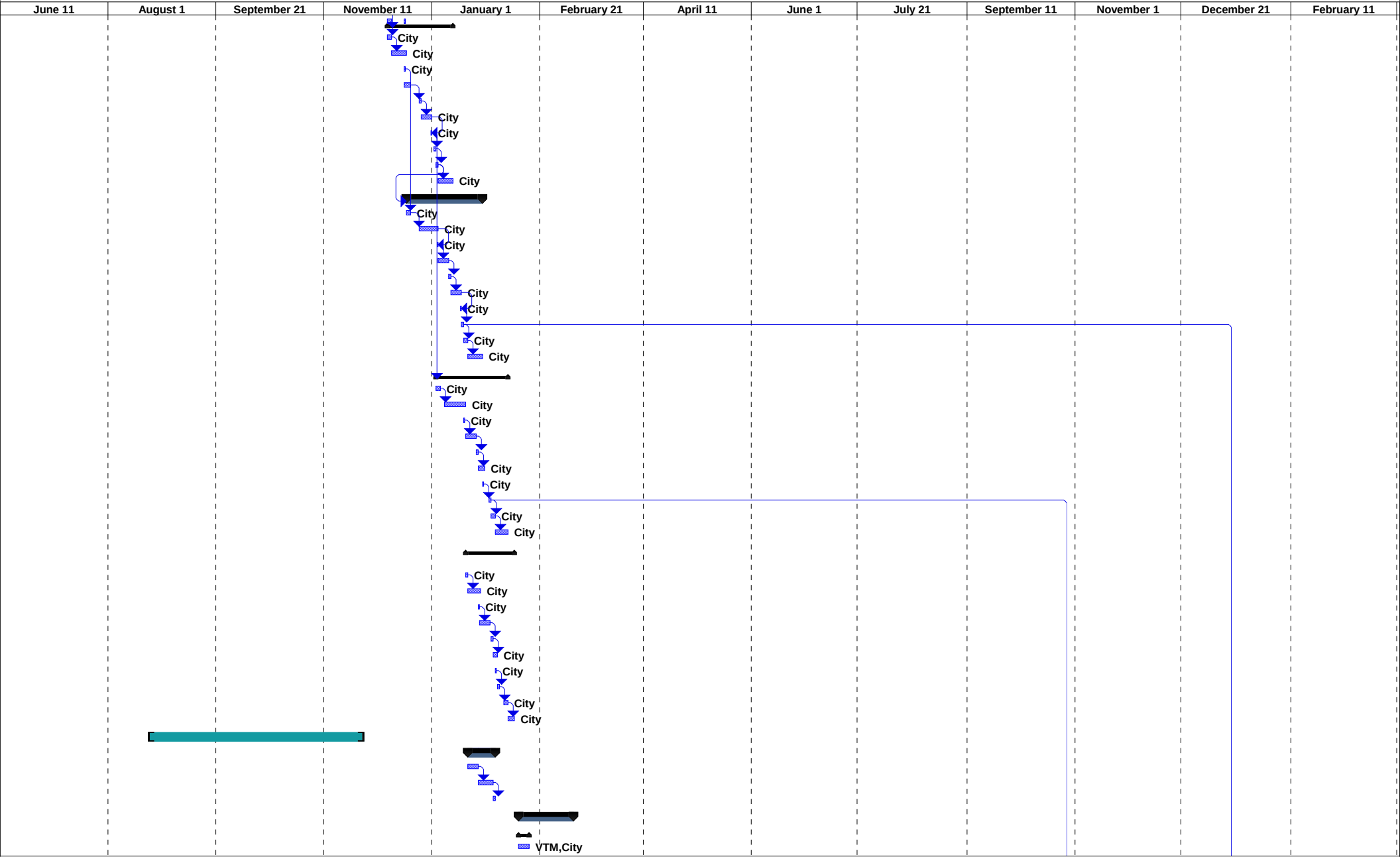
City of Mesa
Records Management System & Field-Based Reporting

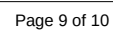




City of Mesa RMS Project Schedule

City of Mesa
Records Management System & Field-Based Reporting







City of Mesa RMS Project Schedule

City of Mesa
Records Management System & Field-Based Reporting

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EXHIBIT A.3

INTERFACE CONTROL DOCUMENT (ICD)

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1 OVERVIEW

This Interface Control Document (ICD) defines all interface deliverables, technical requirements and responsibilities between Versaterm and the City for the Interfaces to be developed and implemented between the Versadex Application Software and other systems.

This document also includes a list of interfaces that were deemed “out of scope”.

2 INTERFACES

2.1 HEXAGON CAD TO QUERY RMS INTERFACE

This Interface will enable the Hexagon CAD system Users to initiate queries of person, vehicle, and location information from the Versadex RMS system.

PROCESS OVERVIEW

The Hexagon CAD systems will initiate queries, via the Versaterm web services. Hexagon will make a synchronous Web service request to the RMS System and will return the related response to the requesting CAD system in the expected format of the CAD system.

Queries to the RMS System will, most often, return a list for the User to select from. Selecting from the list will initiate a subsequent query, using the internal primary key that was provided in the initial response so that details are returned. Note that the CAD implementation of the Interface and the number of queries supported by the CAD is the responsibility of the CAD vendor. This ICD supports a specific set of queries, with appropriate data, which may or may not be supported by a third-party CAD system.

TRANSACTION DETAILS

The RMS System will expose a Web service to handle foreign queries. Queries made to the RMS System are handled immediately (synchronously). The Web services will be Configured/tuned to limit the number of concurrent queries so not to negatively affect performance.

The RMS System accepts a SOAP/XML Web service call and returns the appropriate response. The queries are identified in 2 categories: 1) criteria query and 2) detail request. That is, a User may request to query a name, using last name, first name and sex, which (likely) returns a list of possible matches so the User can select a person from the list which, as a result, initiates a request for more detail on the selected person.

Responses are returned with discreet fields in a RMS System supported XML structure. In some instances, discreet fields in the RMS System may be concatenated into a single XML field (i.e. a data block). If a record was not found, the response will return an appropriate error message.

The following provides criteria and responses in a summary format. The details of transactions, including field definitions and “header” details, are provided in Web service description language (WSDL) format with a sample (vdx_rms_query_ws.wsdl) provided with this ICD. The final details of the WSDL will be confirmed prior to development.

QUERY PERSON

The Person query accepts criteria, queries the RMS System's database and returns a list of persons matching the entered criteria, based on the System's SOUNDEX scoring algorithm, so the User may select to return the complete details of the person and synopsis of the person's involvements.

a. Inbound Criteria Query

The Inbound criteria query consists of the sample fields as follows:

Field Name	Field Type	Comment
LastName	String(24)	Mandatory
FirstName	String(15)	
SecondName	String(15)	
ThirdName/Suffix	String(15)	
Sex	String(1)	M, F or U
BirthYear	Short(4)	
BirthMonth	Short(2)	
BirthDay	Short(2)	
ApparentAge	Short(2)	Approximate age. Not required when DOB is entered.

Sample Web service XML request may be (with the question mark "?" replaced by data fields):

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ver="http://www.versaterm.com">

  <soapenv:Header/>

  <soapenv:Body>

    <ver:vdX_person_queryRequestElement>

      <!--Optional:-->

      <ver:SiteCode>?</ver:SiteCode>

      <!--Optional:-->

      <ver:AgencyOriCode>?</ver:AgencyOriCode>

      <ver:AuthenticationCode>?</ver:AuthenticationCode>

      <!--Optional:-->

      <ver:QueryRemarks>?</ver:QueryRemarks>

      <!--Optional:-->

      <ver:PersonSurName>?</ver:PersonSurName>
```

```

<ver:PersonGivenName1>?</ver:PersonGivenName1>

<ver:PersonGivenName2>?</ver:PersonGivenName2>

<ver:PersonGivenName3>?</ver:PersonGivenName3>

<ver:SexId>?</ver:SexId>

<ver:BeingBirthYear>?</ver:BeingBirthYear>

<ver:BeingBirthMonth>?</ver:BeingBirthMonth>

<ver:BeingBirthDay>?</ver:BeingBirthDay>

<ver:ObjectApparentAge>?</ver:ObjectApparentAge>

</ver:vdX_person_queryRequestElement>

</soapenv:Body>

</soapenv:Envelope>

```

Response

The response returns an XML formatted structure containing a list of matching names, based on the Versadex SOUNDEX and scoring algorithm. The list is returned sequenced by the SOUNDEX score (descending) providing the most likely match, based on the criteria entered, first in the list. An XML record per returned name is created of the following fields providing the calling application an opportunity to display the returns in a list format (to the User).

Field Name	Field Type	Comment
PersonIdentifier	Integer(9)	PIN field. Internal key in the System
AliasMatch	String(1)	Indicates name is an alias
SoundexScore	Short(3)	SOUNDEX score
LastName	String(24)	
FirstName	String(15)	
SecondName	String(15)	
ThirdName/Suffix	String(15)	
Sex	String(1)	M, F or U
BirthYear	Short(4)	
BirthMonth	Short(2)	
BirthDay	Short(2)	
...		

b. Person Detail Request

This action/query is performed as a result of the User selecting a name from the list. This query uses the System's internal key: person ID number (PIN) as a parameter to query the RMS System and return the details of the selected person.

Field Name	Field Type	Comment
PersonIdentifier	Integer(9)	PIN. Internal key in the System

Sample Web service XML request may be:

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ver="http://www.versaterm.com">

  <soapenv:Header/>

  <soapenv:Body>

    <ver:vdX_person_getRequestElement>

      <!--Optional:-->

      <ver:SiteCode?></ver:SiteCode>

      <!--Optional:-->

      <ver:AgencyOriCode?></ver:AgencyOriCode>

      <ver:AuthenticationCode?></ver:AuthenticationCode>

      <!--Optional:-->

      <ver:QueryRemarks?></ver:QueryRemarks>

      <!--Optional:-->

      <ver:PersonIdentifier?></ver:PersonIdentifier>

    </ver:vdX_person_getRequestElement>

  </soapenv:Body>

</soapenv:Envelope>
```

Response

The response includes the details of the person record from the RMS System's MNI (master name index), associate names and related involvements (e.g. General Offenses, street checks, tickets, etc.).

QUERY VEHICLE

The vehicle query accepts a number of parameters and returns a list of vehicles matching the entered criteria so the User can select to return the complete details of a vehicle and synopsis of involvements.

a. Inbound Criteria Query

The Inbound criteria query consists of the standard vehicle query fields including: plate and state or VIN. The following is a sample SOAP Web service query:

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ver="http://www.versaterm.com">

  <soapenv:Header/>

  <soapenv:Body>

    <ver:vdX_vehicle_queryRequestElement>

      <!--Optional:-->

      <ver:SiteCode>?</ver:SiteCode>

      <!--Optional:-->

      <ver:AgencyOriCode>?</ver:AgencyOriCode>

      <ver:AuthenticationCode>?</ver:AuthenticationCode>

      <!--Optional:-->

      <ver:QueryRemarks>?</ver:QueryRemarks>

      <ver:LicencePlateId>?</ver:LicencePlateId>

      <ver:LicencePlateIssueState>?</ver:LicencePlateIssueState>

      <ver:VehicleManufacturerSerialNumber>?</ver:VehicleManufacturerSerialNumber>

    </ver:vdX_vehicle_queryRequestElement>

  </soapenv:Body>

</soapenv:Envelope>
```

Response

The response returns an XML formatted structure containing a list of matching vehicles, based on the RMS System's matching algorithm. Along with details for the vehicle, the RMS System's master

vehicle index (MVI) primary key (VehicleIdentifier) is returned so the User can select a vehicle from the list and generate a vehicle request.

b. Vehicle Detail Request

This action/query is performed as a result of the User selecting a vehicle from the list. This query uses the RMS System's internal key identified as VehicleIdentifier as a parameter to query the RMS System and return the details of the vehicle

Field Name	Field Type	Comment
VehicleIdentifier	Integer(9)	Internal key in the System

Response

The response includes the details of the vehicle record from the RMS System's master vehicle index (MVI) and a synopsis (many) related involvements (e.g. General Offenses, street checks, tickets, etc.).

QUERY LOCATION

The location query accepts a number of parameters and returns a list of addresses matching the entered criteria so the User can select to return the complete details of a location and synopsis of involvements occurring at that location.

a. Inbound Criteria Query

The inbound criteria query consists of the standard location fields including: street name, type, direction, etc. The following is a sample SOAP Web service query:

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ver="http://www.versaterm.com">

  <soapenv:Header/>

  <soapenv:Body>

    <ver:vdx_address_queryRequestElement>

      <!--Optional:-->

      <ver:SiteCode?></ver:SiteCode>

      <!--Optional:-->

      <ver:AgencyOriCode?></ver:AgencyOriCode>

      <ver:AuthenticationCode?></ver:AuthenticationCode>

      <!--Optional:-->

    </ver:vdx_address_queryRequestElement>

  </soapenv:Body>

</soapenv:Envelope>
```

```
<ver:QueryRemarks>?</ver:QueryRemarks>

<!--Optional:-->

<ver:AddressStreetName>?</ver:AddressStreetName>

<ver:AddressStreetType>?</ver:AddressStreetType>

<ver:AddressStreetDirection>?</ver:AddressStreetDirection>

<!--Optional:-->

<ver:AddressStreetNumber>?</ver:AddressStreetNumber>

<ver:AddressStreetNumberHalfFlag>?</ver:AddressStreetNumberHalfFlag>

<ver:AddressStreetAlpha>?</ver:AddressStreetAlpha>

<ver:AddressApartmentAlphaNumericCode>?</ver:AddressApartmentAlphaNumericCode>

  <ver:AddressCityName>?</ver:AddressCityName>

</ver:vdx_address_queryRequestElement>

</soapenv:Body>

</soapenv:Envelope>
```

Response

The response includes the address details of the match in the RMS System and a 0:many synopsis or related involvements. Note that unlike the person and vehicle queries, the User is not presented with a list of possible matches.

BUSINESS CONTINUITY/INTERFACE AVAILABILITY

This Interface is available from the Production RMS system providing the Hexagon CAD interface has connectivity to the Web service on the vCloud.

INTERFACE TESTING

These tests are intended to ensure the Interface is complete. The following are descriptions of the tests to be performed for the functionality of this Interface during the Interface Integration Test and the Functional Acceptance Test.

FUNCTIONAL AND COMPLETENESS TEST

These tests are to ensure the queries can be invoked and the responses meet the defined transactions within the WSDL. The various parameters can be submitted and the appropriate response includes the fields as defined in the WSDL.

For each query/request supported, the functional test will confirm the Web service can be invoked and return the fields documented in the WSDL.

OPERATIONAL TESTS

These tests confirm that a query can be initiated in CAD and the appropriate response is returned ensuring that the expected results follow the security as configured. This test also confirms running multiple queries at the same moment to ensure the Web services, on the RMS System, will support the number of concurrent queries.

PERFORMANCE TESTS

Performance tests consist of measuring the SRT (System Response Time) between the CAD Interface and the vCloud environment.

EXCEPTION TESTING

This test is to confirm that if the network connection is lost then the Web services re-start automatically.

RESPONSIBILITIES

CITY RESPONSIBILITIES

- Coordinate with Hexagon to support the queries. The CAD vendor may need to develop an Interface where the CAD User can interact with the responses.
- Coordinate with Hexagon or develop the transaction transformation routines to convert CAD vendor transactions into the supported format documented within the WSDL.
- Configure network access to allow Web service communications between the CAD and the Versadex System.
- Provide a test facility for this Interface.
- Test the transactions.

VERSATERM RESPONSIBILITIES

- Provide a finalized version of the WSDL to the City.
- Install and Configure the necessary Web services.
- Assist in testing with the City.

2.2 HEXAGON CFS INTERFACE

INTERFACE SCOPE

The I/CAD Interface will transfer call and officer/unit activity information from the Hexagon (Intergraph) CAD system (I/CAD) to the Versadex RMS and DataMart.

The transferred calls will be available for querying and used to prefill into a General Offense report. Call information can be used to prefill a General Occurrence report and, as a result, is automatically linked. The key fields used for prefilling include: the CAD Incident number (into the General Offense Report number field), date/time of occurrence, address (location) and complainant/reporting-party details. These functionalities will be available in the both Versadex RMS and in the Versadex MWS (Mobile Workstation).

The (optional) Officer/Unit Activity for non-call related activity can be transferred to the Versadex RMS and Versadex Data Mart providing data for further analysis via Business Intelligence (BI) reporting tools.

PROCESS OVERVIEW

CALLS FOR SERVICE

The Intergraph CAD system will transfer all calls through a process developed and maintained by City of Mesa, to the Versadex RMS whenever updated file is provided. City of Mesa will decide to send the call-for-service during interim stages of the call (i.e. before it is closed) as the Versaterm RMS can accept the transfer more than once.

Note: The interface trigger points may be reviewed and adjusted as needed in the future. For instance, the transfer could occur whenever a unit is cleared from a call (as calls can stay open for several days).

As all calls are transferred to the Versadex RMS, regardless if a report is required or not, the Versadex RMS will contain a complete data bank of all calls from I/CAD. This will enable the City to use the RMS and the Versaterm Data Mart to analyze both RMS and CAD data.

The call data transferred from I/CAD includes details of the call, related dispatches, unit information, ACJIS returns (included in the XML and attached to the CFS as a text document), Supplemental information and remarks/comments.

The Versadex Data Mart (VDM) supports the ability to ingest the Call-For-Service information so that it is available for reporting and analysis.

Each call record will be transferred to the Versadex RMS (as read-only). As a by-product, each call record will also be automatically transferred to the Versadex Data Mart (VDM) for analytical reporting purposes.

OFFICER/UNIT ACTIVITY

All non-call related activity (such as sign-on, sign-off, lunch, busy, etc.) can be provided to the Versadex RMS / Data Mart (VDM) in a separate file.

CALL-FOR-SERVICE TRANSFER DETAILED PROCESSING

Call-For-Service records will be transferred from the Intergraph CAD system to the AWS RMS environment.

Mesa plans to provide the call information in the Versadex RMS NIEM-compliant call-for-service XML specification. We need to get some specifications/samples of what is available. As a backup plan, and possibly at extra cost, Versaterm can likely transfer from a legacy format if they do not have a NEIM-compliant format.

The Versadex RMS call upload interface will be configured using the operating system scheduling function that, upon configured intervals, will invoke a script to upload any call XML data files in the AWS folder/directory (S3 bucket). The script will process the oldest file first and once identified, move or rename the files into a “processing” state. Once the call-for-service file is processed, the file will be removed (or backed up if required) and the script will continue to process files until the directory is empty. Note, the script first verifies that another version is not already running (i.e. already running from a previous invocation).

Should the call-for-service already exist in the Versadex RMS, it will be replaced with the new incoming record (deleted then added) in order to reflect the most up to date call information from I/CAD.

OFFICER/UNIT ACTIVITY DETAILED PROCESSING

The officer/unit history records will be transferred frequently from the Intergraph CAD system to a directory/folder accessible to the Versadex RMS application server(s) environment. The officer/unit activity information will conform to the Versadex RMS officer/unit history table (of_data), supplied in a pipe-delimited ASCII file. The current file layout is ASCII pipe-delimited but is undergoing a design review and change where it may be modified to a JSON format and updated to include more data elements. Prior to developing such an interface, Versaterm will confirm the layout with the City.

The Versadex RMS officer/unit activity upload interface will be configured using the operating system scheduler that, upon specified intervals, will invoke a script to process any officer/unit activity data files in the AWS RMS directory/folder. Once processed, the file will be removed and the script will continue to process files until the directory is empty. Note, the script first verifies that another version is not already running (i.e. already running from a previous invocation).

Should the officer/unit activity record already exist in the Versadex RMS, it will be replaced with the new incoming record (deleted then added) in order to reflect the most up to date officer/unit activity information from I/CAD.

CONFIGURATION

The City’s CFS extract process will be configured to automatically transfer call information for all events that had a change in the last minute. The Officer/Unit Activity extract process will be configured to automatically transfer updated activity information for all units that had a change in the last 5 minutes.

The call-for-service extract format will be in NIEM compliant XML format. Should the City have difficulty producing NIEM XML, Versaterm and the City will revisit the format and perhaps have Versaterm transform the legacy data extract format to NIEM.

The current I/CAD incident number is in the format yyyyjjj#### where:

- yyyy represents the calendar year
- jjj is the Julian day within the year
- #### is the sequence number of call within the Julian day

Note that the year and number will be separated, as the data is ingested into vRMS, where the year is already part of the report date while the number is then stored as an integer value (leading zeroes are removed). Therefore a CAD incident number of P201809010001 would be stored as 9010001 as the year is part of the Occurred On date already (the leading zero is truncated and the Call # is displayed as 2018-9010001).

The File Naming convention will be reviewed/decided prior to beginning interface development.

The event types, currently maintained in I/CAD are also maintained (manually) in Versadex. For initial development of the interface, Versaterm will offer to load the values from an ASCII, pipe delimited (“|”) or similar file. For on-going maintenance of the I/CAD event types (call types), updates will need to be manually made in the Versadex RMS in order to display the proper event type descriptions when viewing or printing a call record.

Other code tables related to call information must be configured in the Versadex RMS by the City to match the interface transformations from I/CAD data values to Versadex data values (such as call types, municipalities, how received, how cleared, etc.).

COMMUNICATION

The communication method to pass the call data XML files and officer/unit history text files will be a SFTP (or similar) script developed by the City to push the data files to an AWS S3 bucket (i.e. directory/folder).

BUSINESS CONTINUITY/INTERFACE AVAILABILITY

This interface will be available regardless of which region and/or availability zone the cloud-based RMS is currently serving up the RMS. Should the cloud-based RMS move across availability zones and/or regions, the City developed script will not require any configuration changes but will be able to connect to the shared resource.

INTERFACE TESTING

These tests are intended to ensure the interface is complete. The following are descriptions of the tests to be performed for the specified interface functionality during the Functional Acceptance Test period.

FUNCTIONAL AND COMPLETENESS TEST

These tests confirm I/CAD-generated calls and officer/unit activity records are loaded into the Versadex RMS, and that data field mapping is accurate based on the City mapping between ICADLink and the Versadex RMS specifications.

OPERATIONAL TESTS

These tests ensure that the Versadex RMS interfaces (for calls and officer/unit activity) are available after any system reboots or failovers within the AWS availability zones.

PERFORMANCE TESTS

As this is essentially a batch process, the processing will be scheduled on the Versadex RMS through the operating system scheduler. The processing of each XML call file will not exceed 5 seconds, while the processing each officer/unit activity text file will not exceed 30 seconds.

EXCEPTION TESTING

This test consists of removing the shared directory or disconnecting the interface and ensuring that the call data and officer/unit activity records are transferred and loaded once the connection is re-established.

RESPONSIBILITIES

CITY RESPONSIBILITIES

- Develop, test and configure the CFS extract to produce the Versaterm NIEM XML format.
- Develop and test the ability to unload officer/unit activity records to file according to the Versadex RMS officer/unit activity specification.
- Provide an ASCII (pipe-delimited) file of the I/CAD event types (call types) for the initial load into the Versadex RMS.
- Provide an ASCII (pipe-delimited) file of the I/CAD busy codes for the initial load into the Versadex RMS.
- Develop/configure the necessary SFTP scripts to push the file(s) to the AWS RMS environment.
- Ensure that calls-for-service files are placed within the shared directory/folder.
- Test the interface.

VERSATERM RESPONSIBILITIES

- Provide the Versadex RMS call XML specification and XML samples to the City.
- Provide the Versadex RMS officer/unit activity table layout specification and text file samples to MPD, as well as support.
- Assist in the XML field mapping process.
- Configure a necessary S3 AWS bucket to receive the Call-For-Service and Unit/Activity files.
- Configure and test the interface for failover.
- Configure and test the CRON entry.

- Load the initial call types into the Versadex RMS.
- Assist in the testing process.

2.3 HEXAGON CAD TO VERSATERM MDT INTERFACE

INTERFACE SCOPE

The Hexagon CAD Mobile interface is a two-way exchange of dispatch-related information and other transactions (e.g. messaging, updates, and ACJIS queries) between the Hexagon CAD and the Versadex Mobile Data Terminal (MDT), which replaces the Hexagon (Intergraph) mobile client software (Mobile for Public Safety, or MPS) on the officers' mobile workstations.

The replacement of Hexagon MPS with the Versadex MDT provides a central and simplified solution for the officers' dispatching and reporting-writing needs.

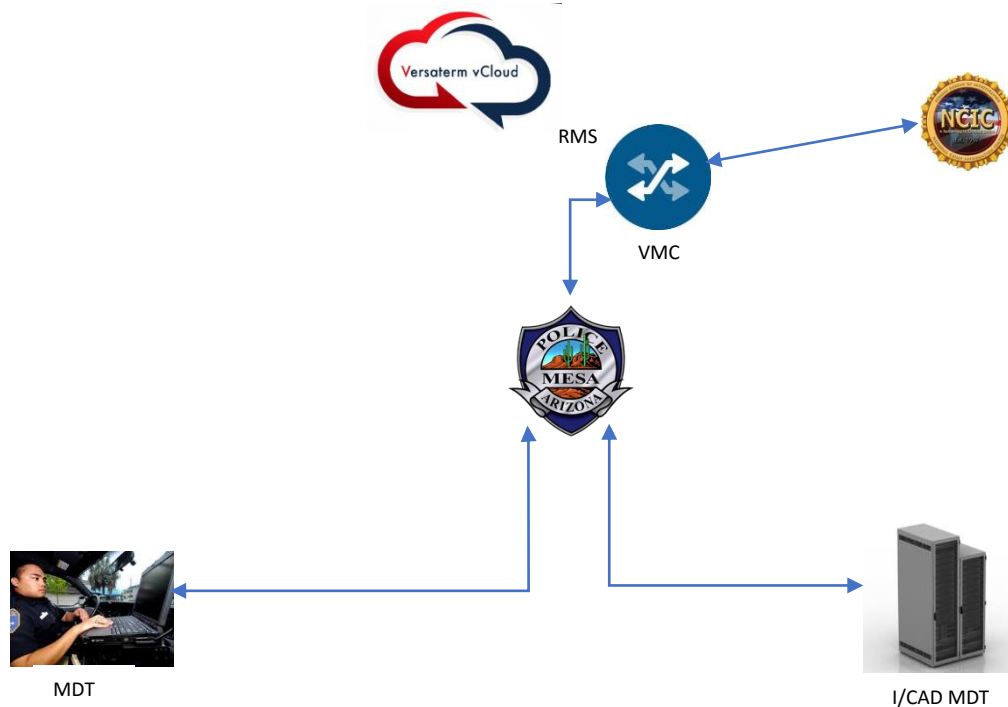
The Versadex Mobile Report Entry (MRE) software is tightly integrated with the Versadex MDT application for report prefill capabilities, integrated queries, and report approval functions. Equally the Versadex MDT is also tightly integrated with the Versadex Records Management System (RMS) and external systems (e.g. ACJIS, etc.). As such, the Versadex MDT will interface to the City's existing Hexagon CAD system in order to provide dispatch-related functions as a comprehensive, integrated solution.

PROCESS OVERVIEW

Whenever an officer is dispatched to a call, the Hexagon CAD system will send the call-for-service information to the officer's mobile workstation, where the information is made available to the officer in the Versadex MDT application. In return, any status changes initiated by the officer in the Versadex MDT application will be communicated back to the Hexagon CAD system.

ACJIS queries and returns are also handled within the MDT. MDT queries have a number of destinations controlled by checkboxes. If the ACJIS system is "checked", the VMC sends the query in and returns the response(s). By default, this is done outside of the Hexagon CAD I/F.

The interface between the Hexagon CAD system and the Versadex MDT is facilitated by a plugin on the Versadex Message Controller (VMC), which takes care of transforming between the Hexagon MDT transaction/message formats and the Versaterm message formats. The VMC also provides store-and-forward queuing technology to ensure delivery of each transaction/message.



Note that the Mesa Fire and Medical Department will continue to use Hexagon MPS for their mobile needs.

THE VERSADEX MESSAGE CONTROLLER (VMC)

The VMC is a Store and Forward design assumes ownership and responsibility for all transaction delivery. When a system sends a transaction in to the VMC, the VMC will respond with an acknowledgment receipt providing the Hexagon CAD Interface supports such a feature. This does not indicate the message has been delivered to the end destination.

If a message bound for an MDT cannot be delivered, the VMC keeps it in its queue until the MDT re-establishes its connection. At that time, it will send out all messages queued for the particular unit (in order of priority). This scenario could occur when a unit is out of radio/network coverage. When the message cannot be delivered, the VMC will send a "Undelivered Message" message back to the initiating system (i.e. CAD) indicating the unit is out-of-range and cannot receive messages.

When a unit is removed from the VMC (via a sign-off transaction or a CAD-initiated transaction, the VMC purges all undelivered messages destined to the Unit.

The following lists the transactions supported by the GenericMDT specification and whether or not the Mesa Police Department plan on using it. The Toronto Police Service (TPS) are currently operating with a Versaterm MDT going against i/CAD using the GenericMDT specifications. In several cases below Mesa will want to make the same adjustments that TPS did.

CAD to MDT Functions	Transaction	VTM Equivalent	Used by Mesa	Notes
CAD Message	cadmessage	Message	Yes	
Status Change	statuschange	Stattext	Yes	
Clear Event Report	cleareventreport	Stattext	Yes	
Event Report	eventreport	Dispatch	Yes	TPS modified to report time in 24hr format. TPS modified to output assigned units. TPS modified to filter out system remarks. TPS modified to output callerphone2, fire, amb, other, and alstatus. TPS modified to include Entry Code, DOB, Sex, Complainant Descriptor, Phone C ext, Phone L ext.
Event Update	eventupdate	Stattext	Yes	
Sign Off Response	signoffresponse	Bye	Yes	
Sign On Response	signonresponse	Confirm Signon	Yes	
General Text Response	generaltextresponse	Stattext	Yes	
LOI Report	loireport	Query Location Response	Yes	
Unit History Report	unithistoryreport	Unit History Response	Yes	TPS modified to report time in 24hr format. TPS modified to enabled Supervisor Unit History command for all operators.
Event Search Report	eventsearchreport	Call Response	Yes	TPS modified to report time in 24hr format. TPS modified to filter out system remarks. TPS modified to output assigned units. TPS modified to include Entry Code, DOB, Sex, Complainant Descriptor, Phone C ext, Phone L ext.
Pending Event Report	pendingreport	Queud Calls Data	Yes	TPS modified to report time in 24hr format. TPS added call XY coordinates.
Unit Summary Report	unitsummaryreport	Unit Status Data	Yes	TPS modified to report time in 24hr format. TPS added unit XY coordinates.
Equipment Report	equipmentreport	Stattext	Yes	Original transaction intent overridden by TPS to provide a response to an IR request.
Find Operator Report	findopreport	Find Operator Response	Yes	
Skill Report	skillreport	Skill Report Response	Yes	
Who Report	whoreport	Who Report Response	Yes	
Recall Broadcast Message	recallbroadcastrequest	BOLO	No	
Event Change Remarks Report	eventchangeremarksreport	New Call Remarks Line	Yes	Added to the running remarks grid below the main Call Info.
Recall Broadcast Report	recallbroadcastreport	Recall Broadcast Response	Yes	Mesa do not use this currently, but would like to in the future
Units / Events Report	broadcastunitseventsreport	N/A	No	The interface does not currently make use of this transaction. The same functionality is facilitated via the Pending Event Report and the Unit Summary Report.
ACJIS Returns	Will supply MDT standard	Will supply MDT standard	Yes	Handled outside of the CAD I/F.
Attach file to call (includes notification of	N/A	Not available	Yes	The GenericMDT specification does not support this functionality.

attachment to other units on same call)				
MDT to CAD Functions	Transaction	VTM Equivalent	Used by Mesa	Notes
Emergency	emergency	Emergency	Yes	
Clear Event Request	cleareventrequest	Clear Call	Yes	
Event Report Request	eventreportrequest	Get Call	Yes	
Sign Off Request	signoffrequest	Bye	Yes	
Sign On Request	signonrequest	SignOn	Yes	
Send CAD Message Request	sendmessagerequest	Message	Yes	Subject field not supported. Set to default "UNIT MESSAGE".
Status Change Request	statuschangerequest	Status Change Transactions	Yes	
GPS Data Update	gpsdataupdate	GPS Report	Yes	
Field Event	fieldeventrequest	Traffic Stop	Yes	
Add Event Comment	addeventcomment	Add Remarks	Yes	
Add Unit History Comment	addunitcomment	Message to Log	Yes	
"Location of Interest" Request	loirequest	Query Location	Yes	
Change Password	changepassword	Password Update	No	Password checking is handled by VTM at the VMC.
Unit History Request	unithistoryrequest	Query Log	Yes	
Event Search Request	eventsearchrequest	Get/Browse Call	Yes	
Pending Event Request	pendingrequest	Status Screen Refresh	Yes	TPS setup Pending Event Query to only work if unit status is clear and the user has non-supervisor access.
Unit Summary Request	unitsummaryrequest	Status Screen Refresh	Yes	
Equipment Request	equipmentrequest	Special	Yes	
Find Operator Request	findoprequest	Where	Yes	
Skill Request	skillrequest	Duty Roster	Yes	VTM Duty Roster re-purposed for this function.
Who Request	whorequest	Who	Yes	
Undeliverable Message	undeliverable	Not Available	Yes	
Change Location Request	changelocation	Change Location	Yes	
Preempt Request	preempt	N/A	No	
Unit Contact	unitcontact	Timer	No	
Special Contact	specialcontact	Special	Yes	
Cancel Special Contact	cancelspecialcontact	Special	Yes	
Recall Broadcast Message	recallbroadcastrequest	Special	Yes	Mesa do not currently use, but want in future
Update Message Status	updatemessagestatus	N/A	No	
ACJIS Queries	Will supply MDT standard	Will supply MDT standard	YES	Handled outside of the CAD I/F
Send file to Dispatcher	N/A	Not available	No	There is no GenericMDT transaction available to do this.
Attach file to call	N/A	Not available	No	There is no GenericMDT transaction available to do this.
Self-Dispatch	N/A	Not available	No	There is no GenericMDT transaction available to do this.
Update Unit Properties	N/A	Not available	Maybe	Things like special equipment, or a second officer in car VTM standard practice is to re-submit the Sign on with the updated values but we would need to verify that GenericMDT treats a sing on resubmission in the same

				way. If it does not, there is no specific GenericMDT transaction available to do this.
Fetch Unread	N/A	Not available	No	Grabs messages that are unread from server (could be several days old, before officer went on break). There is no GenericMDT transaction available to do this. The VMC stores undelivered messages and sends them when the unit is back in range. When the user logs out, all outstanding message in the VMC are deleted and will not be carried over to a new session.

CONFIGURATION

The VMC will be configured to handle the electronic information exchange between the Hexagon CAD and the Versadex MDT, based on Hexagon's specifications document titled "Generic MDT Interface Specifications Document", Version 9.3.0 dated Feb 13, 2014, and based on the City's operational business requirements.

MULTI-DEVICE LOGIN (MDT + VMOBILE APP)

Versaterm's vMobile app is the smartphone version of the MDT. When using the full Versaterm suite of applications, multiple devices can simultaneously log in as the same CAD Unit. This functionality is highly desired, even when interfacing with a 3rd party CAD, but the GenericMDT interface, as written, can not support this feature. In order to enable multi-login functionality, the Versaterm side of the interface will need to manage the multiple devices. As far as the CAD is concerned, there is only one device. The following rules will govern the behaviours:

- The GenericMDT interface uses an mdtid to track logged in devices. Page 10 of the GenericMDT specification states that "(The mdtid) itself is arbitrary and assigned when a unit is signed onto an MDT (when CAD receives signon request with an mdtid)". This mdtid will be "session based", rather than device based. This is so that multiple devices can be mapped to a single mdtid.
- A transaction can be initiated from any logged in device. From the CAD's point of view, it will appear as if from a single device (mdtid).
- All output sent from the CAD to the VMC will be replicated across all logged in devices (for that unit). This is because the CAD will not be able to direct the output to any single device. It is directed to the mdtid.
- When a sign-off is sent in, it will only be forwarded to the CAD if it is coming from the last device still logged in (for that unit/mdtid).

Multi-login creates a problem for GPS/AVL reporting to the Hexagon CAD. With multiple devices transmitting their own GPS data, all being funneled to the same CAD Unit/mdtid, the position of the Unit in CAD will bounce around. Versaterm will have to manage the GPS feed on their end so that it is always only coming from a single device. Versaterm suggests the following algorithm for deciding on which device's GPS reports make it to the Hexagon CAD:

- If an MDT is logged in, it is the GPS source (regardless of how many other vMobile apps are also logged in as that Unit).
- If a single vMobile app is logged in (no MDT), then it is the source of GPS data.
- If multiple vMobile apps are logged in as a single CAD Unit (no MDT), then there is a conflict (see below).

As a chart (green is GPS source):

MDT	vMobile 1	vMobile 2 (or more)
Present	-	-
Present	Present	-
Present	Present	Present
-	Present	-
-	Present	Present

There are several options available to Mesa for handling the multiple vMobile, no MDT conflict. One will need to be decided on prior to the start of interface development:

- No GPS is reported whatsoever.
- GPS from one device. The choice would be the first on the VMC's query list, but to users this would appear quite random.
- Do not allow the situation to occur. This would work as follows:
 - If a vMobile is logged in as a Unit, as long as there is no MDT a second vMobile could not log in as the same unit (would be prevented).
 - If an MDT and two vMobiles were logged in as the same Unit, when the MDT is logged out, all vMobiles would be logged out as well. Users would be forced to log into their vMobile apps again.

COMMUNICATION

The communication method to support the exchange of information between the Hexagon CAD and the VMC adheres to Hexagon's specifications, which involves the use of XML formatted messages over a TCP socket connection.

The communication method to support the exchange of information between the VMC and Versadex MDT is handled via web sockets-based TCP protocols over the city's wireless data network.

BUSINESS CONTINUITY/INTERFACE AVAILABILITY

This interface is considered "always-on" subject to network availability between the VMC and Hexagon CAD, and between the VMC and the Versadex MDTs. As the VMC will connect to the CAD server "by name", so expect the City will configure the networking as such.

INTERFACE TESTING

These tests are intended to ensure the interface is complete. The following are descriptions of the tests to be performed for the specified interface functionality during the Functional Acceptance Test period.

FUNCTIONAL AND COMPLETENESS TESTING

These tests confirm that Hexagon CAD-generated dispatch-related information and transactions are made available to the VMC application, and that information is properly transferred and populated in the corresponding fields in the Versadex MDT.

OPERATIONAL TESTING

As this interface is mainly dependent on the VMC, the Hexagon CAD, and the City's wireless data network, these tests ensure that the Hexagon CAD mobile interface is operational following any interface issues between the Hexagon CAD and the Versadex MDT. The operator will disconnect/sign-off from Versadex MDT and re-connect/sign-on to receive a call-for-service dispatch from Hexagon CAD, and then confirm that the call-for-service is received accordingly in the Versadex MDT.

PERFORMANCE TESTING

The transfer of transactions between the Hexagon CAD and the Versadex MDT (facilitated by the VMC) will not exceed 2 seconds. Note this test does not include any delays attributed to network connectivity that is owned/managed by the City.

EXCEPTION TESTING

These tests consist of disabling the network/socket connectivity methods used by both sides of this interface and ensuring that transactions are successfully transferred back and forth between the Hexagon CAD and the Versadex MDT (facilitated by the VMC) once the network/socket connectivity methods are re-established.

RESPONSIBILITIES

CITY RESPONSIBILITIES

- Review Hexagon's specifications document to ensure the supported transactions meet the City/Mesa PD's operational business requirements, in relation to the existing CAD and mobile environment (Mobile For Public Safety).
- If any, identify supported transactions in Hexagon's generic MDT interface that are outside of the City's operational business requirements (i.e. not required to be supported).
- If any, identify operational business requirements, in relation to the existing CAD and mobile environment, which are not included or supported within Hexagon's generic MDT interface. (If so, work with Hexagon and Versaterm to include any such transactions within the scope and design of this interface).
- For development and testing purposes, work with Hexagon and Versaterm to set up a CAD/mobile test environment, where the Hexagon CAD test system has the generic MDT interface enabled and configured to connect to the Versadex MDT, via the Versadex Message Controller (VMC).
- Assist in creating and providing Versaterm with sample transactions from the CAD/mobile test environment for initial testing purposes.
- Work with Hexagon and Versaterm to test and refine the interface.
- Review and sign-off on final interface documentation to be developed by Versaterm.

VERSATERM RESPONSIBILITIES

- Work with the City and Hexagon to confirm that the transactions supported in Hexagon's specifications document meet the City's operational business requirements, in relation to the existing CAD and mobile environment (MPS).
- If any, identify possible enhancements to this interface, which would support features specific to the Versadex MDT that may be of operational benefit to the City's mobile environment and end-users.
- Develop and test new transactions in the Versadex Message Controller (VMC), according to Hexagon's specifications, and according to the final scope and design of this interface, as agreed upon by the City, Hexagon and Versaterm.
- Assist in the testing and refinement process.
- For support and maintenance purposes, develop detailed documentation defining the final scope and design of this interface; identifying the City's operational business requirements it meets, the supported functionality and features, and the expected mapped transactions between Hexagon and Versaterm (i.e. coded values and/or translations).

2.4 COURT TICKET EXTRACT INTERFACE

INTERFACE SCOPE

The City of Mesa requires a data exchange interface between the Versadex RMS and the Court and City systems. This interface consists of a one-way data transfer of ticket information (traffic citations and parking citations) from the Versadex RMS to multiple file destinations using a mutually agreed upon NIST/FIPS 140 compliant protocol to transfer data.

The identified systems that would be accepting this data are:

- Mesa Municipal Court- Court Management System (CMS) -
- Mesa Municipal Court - File Net (eDMS)
- Export to Mesa SFTP folder for Conduent

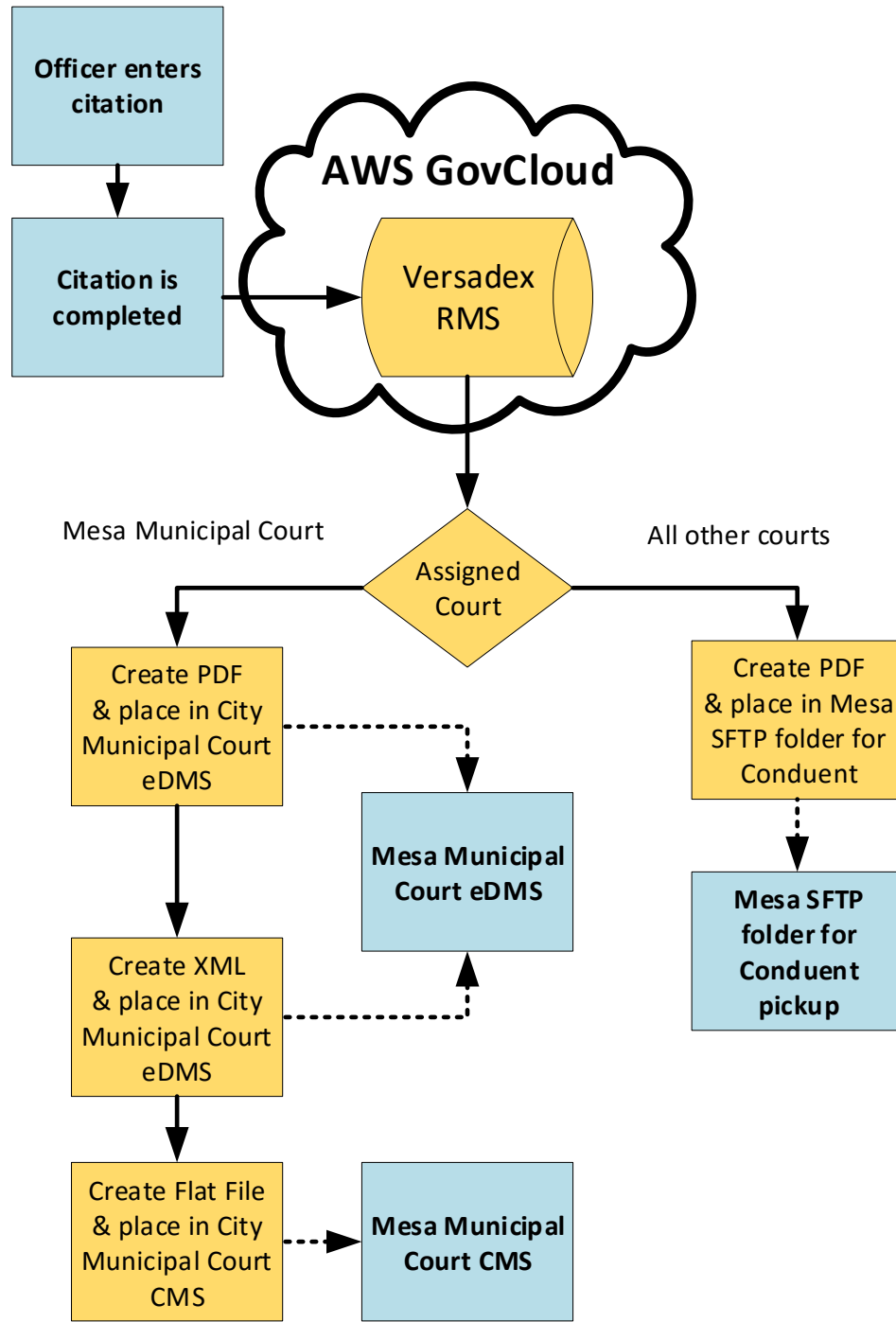
Note: Warning citations and voided citations are stored in the RMS but are not exported to other systems. Versaterm will attempt to extract and format the data elements detailed in the CMS specification, but might not be able to map every field.

PROCESS OVERVIEW

1. A PDF of each completed citation will be exported (on a schedule) to the Mesa Municipal Court eDMS.
 - For assigned courts = "Mesa Municipal Court" defined in the *court_type* lookup
 - Each citation must be in a single PDF, even if it's more than 1 page in length.
 - PDF filename convention = 05022018024339_5035948c.pdf (example)
 - 05022018024339=MMDDYYYYHHMMSS (file creation date/time)
 - 5035948=citation number
 - ending with one of the following: c=citation, fp=fingerprint (if embedded in PDF will likely not be needed), pk=parking ticket, pkfull=full parking ticket, or lightrail=violation on the light rail property (Mesa is working on cleaning this up, particularly the code at the end)
2. Once the PDFs have been processed, XML files containing minimal associated metadata, for each completed Citation will be generated and exported (on a schedule) to the Mesa Municipal Court eDMS. (the PDF needs to arrive before the XML)
 - For assigned courts = "Mesa Municipal Court" defined in the *court_type* lookup
3. Flat files of all completed citations will be exported (on a schedule) to the Mesa Municipal Court CMS.
 - For assigned courts = "Mesa Municipal Court" defined in the *court_type* lookup
 - Versaterm will attempt to extract and format the data elements detailed in the CMS Flat file specification but might not be able to map every field.
4. A PDF of each completed citation will be placed in Mesa's SFTP-to-Conduent folder (on a schedule) for Conduent to pick up from there for JP Superior Court. (City will provide credentials.)
 - For assigned court = anything other than "Mesa Municipal Court" defined in the *court_type* lookup
 - Each citation must be in a single PDF, even if it's more than 1 page in length.
 - PDF filename convention = MESA12345678.PDF (example)

- MESA = hardcoded (always “MESA”)
- 12345678 = citation number

PROCESS DIAGRAM



EXTRACT FILE LAYOUT AND SAMPLE

The following are sample layouts of the data (that MPD is currently using) for a single ticket to be contained in each extract.

1- XML (Metadata) to be consumed by City Filenet (eDMS): To be accompanied with PDF of ticket.

SAMPLE XML (METADATA) FILE

```
<?xml version="1.0" encoding="UTF-8"?>
- <versionseries>
  - <version class="Court eCitation">
    - <properties>
      <property name="CitationNumber">5099977</property>
      <property name="CaseType">CR</property>
      <property name="CourtGenDocType">Complaint</property>
      <property name="CourtDocumentDescription">Complaint</property>
      <property name="LastName">[REDACTED]</property>
      <property name="FirstName">[REDACTED]</property>
      <property name="MiddleName">[REDACTED]</property>
      <property name="NameSuffix"/>
      <property name="FilingDate">12/16/2017</property>
      <property name="CourtDate">01/11/2018</property>
      <property name="CourtSessionTime">09:00</property>
      <property name="CourtSession">AM</property>
      <property name="CivilTrafficIndicator">N</property>
    </properties>
  - <pages>
    <page number="0">c:\12192017094422_5099977c.pdf</page>
  </pages>
</version>
</versionseries>
```

2- File layout and sample flat file to be consumed by CMS

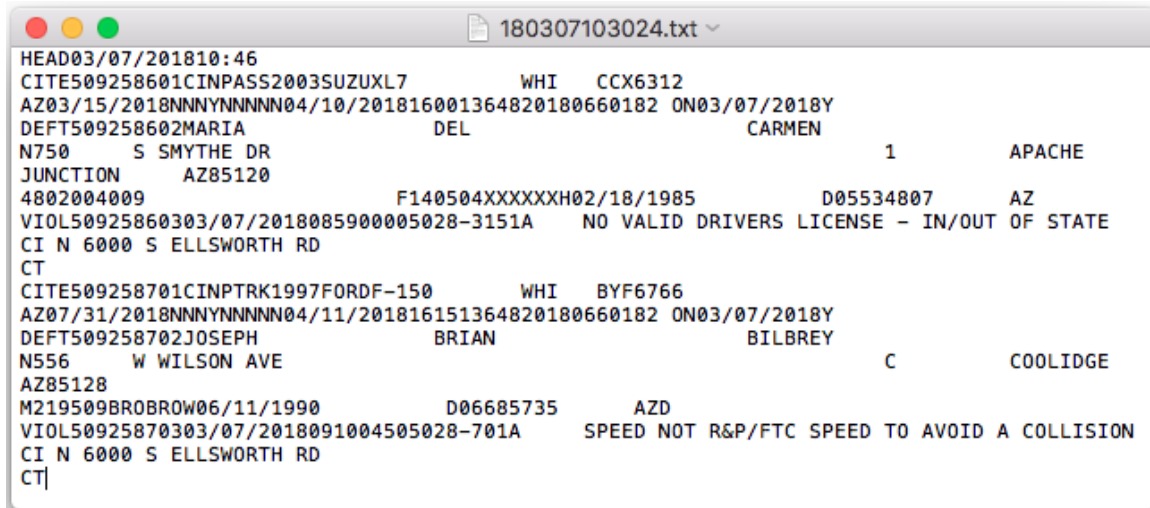
APPENDIX A - E-CITE FILE LAYOUT

Record Type	Format	Length	From	Thru	Values
FILE HEADER RECORD					
Record Type	Character	4	1	4	HEAD
Record Date	Character	10	5	14	dd/mm/yyyy
Record Time	Character	5	15	19	Timestamp
TOTAL		19			
CITE HEADER RECORD					
Record Key					
Rec Type	Character	4	1	4	CITE
Rec Cite	Character	7	5	11	Citation Number
Rec Seq	Numeric	2	12	13	Sequential Number of records within Citation
Citing ACIST Agency Code	Character	2	14	15	CI = Mesa PD LF = Prosecutors LR = Light Rail (allied Barton)
Military Indicator	Character	1	16	16	

Vehicle Type	Character	4	17	20	
Vehicle Year	Numeric	4	21	24	
Vehicle Make	Character	4	25	28	
Vehicle Model	Character	12	29	40	
Vehicle Color 1	Character	3	41	43	
Vehicle Color 2	Character	3	44	46	
License Plate Number	Character	10	47	56	
License Plate State	Character	2	57	58	
License Plate Expiration	Date	10	59	68	dd/mm/yyyy
Offender Ten Print Indicator	Character	1	69	69	
Commercial Vehicle Indicator (CMV)	Character	1	70	70	
Hazardous Indicator (Hazmat)	Character	1	71	71	
Accident Indicator	Character	1	72	72	
Fatality Indicator	Character	1	73	73	
Serious Injury Indicator	Character	1	74	74	
DNA Indicator	Character	1	75	75	
Victim Indicator	Character	1	76	76	
All Victims Notified Indicator	Character	1	77	77	
Court Date	Date	10	78	87	dd/mm/yyyy
Court Time	Time	4	88	91	hhmm
Officer ID	Character	5	92	96	
DR Number (Case Number)	Character	12	97	108	
Served By	Character	1	109	109	O-Officer M-Mailed
Arrest Indicator	Character	1	110	110	
Issuing Date	Date	10	111	120	dd/mm/yyyy
Civil Traffic Indicator	Character	1	121	121	Y=CT N=Criminal P=Parking T = Town Center Parking L=Long Form R=Light Rail
TOTAL		110			
DEFENDANT					
Record Key					
Rec Type	Character	4	1	4	DEFT
Rec Cite	Character	7	5	11	Citation Number
Rec Seq	Numeric	2	12	13	Sequential Number of records within Citation
Offender First Name	Character	20	14	33	
Offender Middle Name	Character	25	34	58	
Offender Last Name	Character	30	59	88	
Offender Name Suffix (Sr, Jr, etc)	Character	3	89	91	
Transient Person	Character	1	92	92	
Offender Home Street Number	Character	8	93	100	
Offender Home Street Name	Character	60	101	160	
Offender Home Apartment Number	Character	10	161	170	
Offender Home City	Character	20	171	190	
Offender Home State	Character	2	191	192	

Offender Home Zip Code	Numeric	10	193	202	
Offender Business Address	Character	60	203	262	
Offender Business City	Character	20	263	282	
Offender Business State	Character	2	283	284	
Offender Business Zip	Numeric	10	285	294	
Offender Home Phone Number	Numeric	10	295	304	
Offender Work Phone Number	Numeric	10	305	314	
Offender Cell Phone Number	Numeric	10	315	324	
Gender	Character	1	325	325	
Weight	Numeric	3	326	328	
Height - feet	Numeric	1	329	329	
Height - inches	Numeric	2	330	331	
Eyes	Character	3	332	334	
Hair	Character	3	335	337	
Origin (Race)	Character	1	338	338	
Date of Birth	Date	10	339	348	dd/mm/yyyy
Social Security Number	Character	9	349	357	
Spanish Interpreter Required Indicator	Character	1	358	358	
ID Number	Character	15	359	373	
State/Country issuing ID	Character	2	374	375	
Driver's License Class	Character	1	376	376	
E-Mail	Character	60	376	436	
TOTAL		436			
VIOLATION RECORD					
Record Key					
Rec Type	Character	4	1	4	VIOL
Rec Cite	Character	7	5	11	Citation Number
Rec Seq	Character	2	12	13	Sequential Number of records within Citation
Violation Date	Date	10	14	23	dd/mm/yyyy
Violation Time	Time	4	24	27	hhmm
Approximate Speed	Numeric	3	28	30	
Posted Speed	Numeric	3	31	33	
Violation Statute Number (can have from 1 to ?)	Character	12	34	45	
Violation Description	Character	60	46	105	
Violation Citing Agency	Character	3	106	108	CI = Mesa PD LF = Prosecutors LR = Light Rail (allied Barton)
Domestic Violence Indicator	Character	1	109	109	
Overweight Indicator	Character	1	110	110	
Violation Location Full Address	Character	105	111	216	
TOTAL		215			

SAMPLE FLAT FILE



```
HEAD03/07/201810:46
CITE509258601CINPASS2003SUZUXL7      WHI  CCX6312
AZ03/15/2018NNNNNNNN04/10/201816001364820180660182  ON03/07/2018Y
DEFT509258602MARIA      DEL      CARMEN
N750      S SMYTHE DR      1      APACHE
JUNCTION      AZ85120
4802004009      F140504XXXXXXH02/18/1985      D05534807      AZ
VIOL50925860303/07/2018085900005028-3151A      NO VALID DRIVERS LICENSE - IN/OUT OF STATE
CI N 6000 S ELLSWORTH RD
CT
CITE509258701CINPTRK1997FORDF-150      WHI  BYF6766
AZ07/31/2018NNNNNNNN04/11/201816151364820180660182  ON03/07/2018Y
DEFT509258702JOSEPH      BRIAN      BILBREY
N556      W WILSON AVE      C      COOLIDGE
AZ85128
M219509BROBROW06/11/1990      D06685735      AZD
VIOL50925870303/07/2018091004505028-701A      SPEED NOT R&P/FTC SPEED TO AVOID A COLLISION
CI N 6000 S ELLSWORTH RD
CT]
```

COMMUNICATION

The communication and configuration for the extract and transfer of the necessary PDF, XML file and flat file for this interface will be based on target locations and parameters supplied by the City (e.g. run frequency (every 20 minutes)).

Scheduling:

- PDF's for eDMS and Conduent – process first
- XML file to eDMS and flat file to CMS – process second

Communication:

- A PDF of each completed citation will be exported (on a schedule) to a file share on the City's IT network ([\\isrc01\ITEDMSContentUploadCourt\FN Production](#)), where the Mesa Municipal Court eDMS can process it from.
- Once the PDFs have been processed, XML files containing minimal associated metadata, for each completed citation will be generated and exported (on a schedule) to a file share on the City's IT network ([\\isrc01\ITEDMSContentUploadCourt\FN Production](#)), where the Mesa Municipal Court eDMS can process it from. (the PDF needs to arrive before the XML)
- Flat files of all completed citations will be exported (on a schedule) to a file share on the City's IT network where the Mesa Municipal Court CMS can process it from.

- A PDF of each completed 'out of jurisdiction' citation will be exported (on a schedule) to a file share on the City's IT network (SFTP-to-Conduent folder), for Conduent to pick up from there for JP Superior Court. (City will provide credentials.)
- Workflow notification if file is not processed within 60 minutes.

INTERFACE TESTING

These tests are intended to ensure the interface is complete. The following are descriptions of the tests to be performed for the specified interface functionality during the Functional Unit Test period.

FUNCTIONAL AND COMPLETENESS TESTING

This test comprises adding new tickets previously specified to the Versadex RMS and ensuring that the files are successfully extracted.

OPERATIONAL TESTING

This test comprises of running the CRON entry extract programs to ensure that the required data files are written to the appropriate extract area on the RMS server and to ensure the archive directory is created as well.

PERFORMANCE TESTING

As this is a batch interface, there are no prescribed performance tests.

EXCEPTION TESTING

These tests consist of testing the interface to make sure data is transferred when there is a communication failure between the Versaterm RMS and the external sources. Then, once the communication link is re-established, the queued data files are transferred.

RESPONSIBILITIES

CITY RESPONSIBILITIES

- Assist in testing and verifying the ticket extract.
- Process files received (PDF/XML for eDMS and flat files for CMS)
- Coordinate resource availability with Mesa City IT and Courts as required.
- The City will configure external access to the City network to allow this network traffic.
- Customer will perform interface testing.

VERSATERM RESPONSIBILITIES

- Versaterm will develop, install and test the extract facility to create and send the necessary PDF, XML file and flat file transfers for this interface.
- Provide a technical resource to support the City during the interface testing;
- Provide the necessary support for the go-live cutover of the interface.

2.5 ADOT CRASH INTERFACE

INTERFACE SCOPE

The Crash interface will support a two-way electronic exchange of information between the Versadex RMS and the Accident Location Identification Surveillance System (ALISS), the crash system of the Arizona Department of Transportation (ADOT). The scope of this interface involves the submission of crash-related General Offense reports and PDF diagrams from the Versadex RMS to the ADOT ALISS crash database, conforming to ADOT's ALISS interface specifications.

This interface is also intended to support the validation of Versadex RMS crash-related General Offense reports (against ADOT's ALISS web service interface), based on technical interface specifications mutually agreed upon between Versaterm and ADOT.

PROCESS OVERVIEW

Officers and investigators will document crash-related incidents using Versaterm's eCollision solution, an integrated component within the General Offense report (available in both the Versadex MRE and RMS applications). The diagram will be created using the City's FARO Zone 2D application and saved as a PDF attachment to the GO.

VALIDATION OF CRASH REPORTS

Upon completion of a crash-related General Offense report (in either the MRE or RMS application), officers and investigators will validate their report, to verify its compliance with the state's data collection requirements. The validation check will return success or failure and, if failure, a list of the issues/errors/warnings to the end user.

If data issues are returned, the end-user should correct the errors and re-validate their report, repeating this process as many times as necessary, until all issues are resolved.

AUTOMATED SUBMISSION OF CRASH REPORTS

On a site-configurable scheduled basis (e.g. daily), crash-related General Offense reports meeting the criteria listed below, will be electronically submitted from the Versadex RMS to the ADOT ALISS crash system. The submission of each report will include crash data (in XML format) and any related collision diagrams (in PDF format).

Only General Offense/Accident Reports that meet the ADOT criteria will be submitted to ADOT (see criteria list at bottom).

Special Considerations:

- The General Offense/Accident report has a report date that is less than a site-configurable time period (e.g. twenty-four months), in relation to the submission date.

- The General Offense/Accident report either has an Accident detail page that has never been submitted to the State, or an Accident detail page that was previously submitted and updated since the last submission.
- The General Offense/Accident must be saved in the Versadex RMS. That is, General Offense/Accident reports that were prepared in the Versadex MRE application, which have not been transcribed into the Versadex RMS yet, are not eligible for submission.
- General Offense/Accident reports occurring on private property will only be eligible for submission if at least one or more fatalities exists. The system will determine if the incident occurred on private property based on the Location field associated to the accident-related offense, in the Offense tab of the General Offense report.
- The only attachment that will be sent to ADOT is the Crash Diagram (photos and other attachments will not be submitted)
- Any failed transmissions from a previous send will be automatically sent to ADOT the next day
- Once a report has been accepted by ADOT, it should not be resent again unless the report has been modified or new information added to the report

Upon receiving a submission request, the ALISS crash system will return back notifications to the Versadex RMS (if any) – messages include:

- Accepted – no further action to take
- Accepted with Warnings – no further action to take
- Rejected – officer who wrote the Crash Report or Supplemental Information needs to have a notification to correct the information ADOT says needs to be fixed
- Error and Warning messages

The Versadex RMS will store all notifications sent back from the web service, in addition to the status of each General Offense report (to be sent, error, submitted, etc.).

When a General Offense/Accident report has errors that need to be fixed, a notification specifying the case number will be generated (the method of notification and the target recipients will be reviewed and confirmed during the Configuration phase).

In addition, if a General Offense/Accident report did not get successfully submitted to ADOT during the nightly process, a notification will be generated (the method of notification and the target recipients will be reviewed and confirmed during the Configuration phase).

MANUAL SUBMISSION OF CRASH REPORTS TO ADOT

In the rare circumstance that City needs to resubmit a date range of Crash GO's or individual Crash Go's, the City can call Versaterm Support and Versaterm Support will flag those cases to be resent through the standard interface.

TRACKING OF SUBMITTED OF CRASH REPORTS

The Versadex RMS will record information in the database table called interface_extract, which will include a row for each GO report that was submitted to ADOT. Each row will also include the DR#, accident detail page reference, the interface name, the activity type (add, update, remove, etc.), the activity date and time, and an activity status (ready to send, success, errors, rejected, etc.).

This level of tracking permits the ability to determine the current status of a General Offense report (but will not provide a history).

CONFIGURATION

The following are the configurations required to support the data exchanges between the Versaterm Versadex MRE, RMS and the ALISS crash system:

VALIDATION OF CRASH REPORTS

From the Versadex MRE:

To support the validation of General Offense reports from the MRE application, a configuration setting will be required in the MRE in order for the validation request to be triggered from the RMS server (which will communicate the validation request to ADOT's ALISS web service interface). The configuration in the MRE indicates the RMS web service to call, which therefore requires that the MRE has connectivity to the RMS to perform a validation.

From the Versadex RMS:

To support the validation of General Offense reports from the RMS application, a configuration setting will be configured in the RMS specifying ADOT's ALISS web service URL.

COMMUNICATION

VALIDATION OF CRASH REPORTS

From the Versadex MRE:

The communication method that will handle validation requests/responses between the Versadex MRE and the ADOT ALISS crash system will be web services (via the Versadex RMS server). In order for the Versadex MRE application to request a validation transaction, the mobile computer must have network connectivity to a web service on the Versadex RMS server (which will trigger the web service request to the ADOT ALISS web service).

From the Versadex RMS:

The communication method that will handle validation requests/responses between the Versadex RMS to the ADOT ALISS crash system will be web services.

SUBMISSION OF CRASH REPORTS

The communication method that will handle submissions requests/responses between the Versadex RMS to the ADOT ALISS crash system will be web services.

BUSINESS CONTINUITY

The following are the system dependencies required to support the data exchanges between the Versadex RMS and the ADOT ALISS crash system:

VALIDATION OF CRASH REPORTS

To support the validation of General Offense reports (from MRE or RMS) against the ADOT ALISS crash system, this aspect of the interface will be available assuming the ADOT ALISS web service interface is operating and functioning normally. The Versadex RMS will be available regardless of the configuration. That is, the Versadex RMS logic that will call the ADOT web service will be available should a single application server fail (the Versadex RMS application is migrated either manually or automatically to the available application server).

SUBMISSION OF CRASH REPORTS

To support the submission of Versadex RMS General Offense reports to the ADOT ALISS crash system, this aspect of the interface will be available assuming the ADOT ALISS web service interface is operating and functioning normally. The Versadex RMS will be available regardless of the configuration. That is, the Versadex RMS logic that will call the ADOT ALISS web service will be available should a single application server fail (the Versadex RMS application is migrated either manually or automatically to the available application server).

INTERFACE TESTING

These tests are intended to ensure the interface is complete. The following are descriptions of the tests to be performed for the specified interface functionality during the Functional Acceptance Test period.

FUNCTIONAL AND COMPLETENESS TESTING

The following are the functional and completeness tests required to support the data exchanges between the Versadex RMS and the ADOT ALISS crash system:

VALIDATION OF CRASH REPORTS

To support the validation of General Offense reports against the ADOT ALISS crash system, this requires creating a number of General Offense reports (in both MRE and RMS), documenting realistic crash-related information in the report, using Versaterm's eCollision solution. The number of sample General Offense reports should reflect the number of common crash scenarios that need to be tested. Once the General

Offense reports are ready to be validated, on each report, the user will invoke the validation request, which will trigger a web service validation transaction from the Versadex RMS server to the ADOT ALISS web service interface. Within the ADOT timeout timeframe, the user is expected to receive a report back identifying connecting issues, no data issues or data issues with the report. Based on the information received from the ADOT ALISS web service interface, the General Offense reports are to be corrected and re-validated until there are no further issues with the data submissions.

These tests are to ensure that the validation transaction is accurately functioning between the Versadex RMS and the ADOT ALISS web service interface.

SUBMISSION OF CRASH REPORTS

To support the submission of Versadex RMS General Offense reports to the ADOT ALISS crash system, this requires having a number of General Offense report in the Versadex RMS (not in the Versaterm MRE) with realistic crash-related information, that were documented using Versaterm's eCollision solution. The number of sample General Offense reports should reflect the number of common crash scenarios that need to be tested. Once the General Offense reports are ready to be submitted, the user will invoke the manual submission request from each report, which will trigger a web service submission transaction from the Versadex RMS to the ADOT ALISS web service interface. Within the ADOT timeout timeframe, the Versadex RMS is expected to receive response messages back with the report. For the reports that were successfully ingested into the ADOT ALISS crash system, the reports require verification and validation for data accuracy and integrity purposes.

These tests are to ensure that the submission transaction is accurately functioning between the Versadex RMS and the ADOT ALISS web service interface.

OPERATIONAL TESTING

The following are the operational tests required to support the data exchanges between the Versadex RMS and the ADOT ALISS crash system:

VALIDATION OF CRASH REPORTS

To support the validation of General Offense reports against the ADOT ALISS crash system, from both the Versadex MRE and Versadex RMS applications, this requires creating a General Offense report in both applications, documenting realistic crash-related information in the report, using Versaterm's eCollision solution. Once the General Offense reports are ready to be validated, on each report, the user will invoke the validation request, which will trigger a web service validation transaction from the Versadex RMS server to the ADOT ALISS web service interface. Within the ADOT timeout timeframe, the Versadex is expected to display a new screen indicating success or if there are any data or connectivity issues with the validation request.

These tests are to ensure that the validation transaction is operational between the Versadex RMS and the ADOT ALISS web service interface.

SUBMISSION OF CRASH REPORTS

To support the submission of Versadex RMS General Offense reports to the ADOT ALISS crash system, this requires one General Offense report in the Versadex RMS (not in the Versaterm MRE) with realistic crash-related information, that was documented using Versaterm's eCollision solution. Transmission failures will be written to the log. Data validation errors will result in a notification. This test is to ensure that the submission transaction is operational between the Versadex RMS and the ADOT ALISS web service interface.

PERFORMANCE TESTING

The following are the performance tests required to support the data exchanges between the Versadex RMS and ADOT ALISS crash system:

VALIDATION OF CRASH REPORTS

To test the validation of General Offense reports against the ADOT ALISS crash system, from both the Versadex MRE and Versadex RMS applications, the performance timing test starts from the time the Versadex RMS calls from the ADOT ALISS web service interface, to the time Versadex RMS receives a response from the ADOT ALISS web service interface which shall not exceed the ADOT timeout timeframe.

SUBMISSION OF CRASH REPORTS

To test the submission of Versadex RMS General Offense reports to the ADOT ALISS crash system, the performance timing test starts from the time the Versadex RMS calls the ADOT ALISS web service interface to the time Versadex RMS receives a response from the ADOT ALISS web service interface which shall not exceed the ADOT timeout timeframe.

EXCEPTION TESTING

The following are the exception tests required to support the data exchanges between the Versadex RMS and the ADOT ALISS crash system:

VALIDATION OF CRASH REPORTS

To perform exception testing of the Versadex RMS logic that will initiate a validation request to the ADOT ALISS web service interface, these tests consist of making either the Versadex RMS or the ADOT ALISS web service interface temporarily unavailable, to ensure the web service operates when both the Versadex RMS and the ADOT ALISS web service interface are available.

SUBMISSION OF CRASH REPORTS

To perform exception testing of the Versadex RMS logic that will initiate a submission request to the ADOT ALISS web service interface, these tests consist of making either the Versadex RMS or the ADOT ALISS web service interface temporarily unavailable, to ensure the web service operates when both the Versadex RMS and the ADOT ALISS web service interface are available.

RESPONSIBILITIES

CITY RESPONSIBILITIES

- Collaborate with Versaterm and the ADOT ALISS crash system software provider to define the technical specifications and expectations of the validation transaction between the Versadex RMS and the ADOT ALISS crash system.
- Perform end-to-end tests of the entire process.

VERSATERM RESPONSIBILITIES

- Collaborate with the City and the ADOT ALISS crash system software provider to define the technical specifications and expectations of the validation transaction between the Versadex RMS and the ADOT ALISS crash system.
- Collaborate with the City and ADOT to ensure only the appropriate reports get submitted to ADOT.
- Install and configure the Versadex RMS logic that will initiate the validation and submission transactions to the ADOT ALISS web service interface, and that will log all transactions.
- Provide the ability in the Versadex RMS application to support manual submission of a single case.
- Provide the City with training on the interface validation and submission functionality within the Versadex MRE and Versadex RMS applications.
- Provide guidance, assistance and support to the City with performing end-to-end tests of the entire process.
- In the rare circumstance that City needs to resubmit a date range of Crash GO's or individual Crash Go's, the City can call Versaterm Support and Versaterm Support will flag those cases to be resent through the standard interface.

These are the formal Requirements/Criteria on what Crash Reports to send to ADOT

- The main accident report must be at the final approval level (if supplements are at a final approval level, but the main case is not the report should not be sent to ADOT)
- Any failed transmissions from a previous send should be automatically sent to ADOT the next day
- Once a report has been accepted by ADOT it should not be resent again unless the report has been modified or new information added to the report OR a group (need group permissions on this, as only certain individuals are allowed to do this) request the report to be sent to ADOT
- Only send crash reports for Private Property if there are one or more fatalities on the report, otherwise a Private Property report with no fatalities should not be sent to ADOT

- Only send crash reports where the accident damage is over \$1,000
- Only send crash reports where the accident has one or more motor vehicle units

2.6 FARO ZONE 2D INTERFACE

INTERFACE SCOPE

The City utilizes a program from FARO Technology called FARO ZONE 2D that they use for the creation of crash scene drawings. The City requests a one-way interface between the Versaterm eMVA (Electronic Motor Vehicle Accident) module within Versadex MRE and the FARO ZONE 2D Application.

This interface will provide the ability to attach a pdf diagram produced by the FARO ZONE 2D application to the Crash report in Versadex MRE reports in the field.

Versaterm will embed the diagram in the appropriate area of the ADOT form, as well as allow the diagram to be printed out separately from the form.

PROCESS OVERVIEW

Steps:

- The users of Versaterm MRE will access the Versaterm eMVA module to complete an Arizona Traffic Accident form.
- The users will complete the traffic accident form keying in data and prefilling data from the MRE application.
- The users will utilize the FARO ZONE 2D to create the drawing and save a PDF version of the file.
- The user will be able to browse and attach the PDF version of file to the accident report.
- This PDF attachment will be attached to the accident form when it is transcribed into RMS.
- The drawing along with the accident will be submitted together in the ADOT Crash interface.

BUSINESS CONTINUITY

The FARO ZONE 2D interface will be available assuming the FARO ZONE 2D application is operating and functioning normally.

The Versadex eMVA application has the ability to upload any PDF or JPG file. This is not dependent on the FARO Zone 2D application.

The types of files that can be imported can be configured to limit certain file types.

INTERFACE TESTING

These tests are intended to ensure the interface is complete. The following are descriptions of the tests to be performed for the specified interface functionality during the Functional Unit Test period.

FUNCTIONAL AND COMPLETENESS TESTING

This test is intended to ensure the drawing is attached to the appropriate Versaterm eMVA form in RMS after transcription. and will stretch the diagram to fit in the appropriate space on the report.

OPERATIONAL TESTING

The City will create a simple crash diagram in Faro Zone 2D, save the diagram as a pdf/print to pdf and attach the file to the appropriate Crash Report. The City will then print only the diagram out and then print the Crash Report to ensure the diagram is displayed properly in the report (i.e. is expanded or shrunk to fit the report accordingly)

The City will create a complex crash diagram in Faro Zone 2D, save the diagram as a pdf/print to pdf and attach the file to the appropriate Crash Report. The City will then print only the diagram out and then print the Crash Report to ensure the diagram prints is displayed properly in the report (i.e. is expanded or shrunk to fit the report accordingly)

PERFORMANCE TESTING

The City will attach a simple Crash Diagram via the MDT and Versadex to ensure the system is able to Transmit /Transcribe it.

The City will attach a complex Crash Diagram via the MDT and Versadex to ensure the system is able to Transmit/Transcribe it.

EXCEPTION TESTING

The City will create a simple crash diagram in Faro Zone 2D, save the diagram in another file format other than a pdf and attach the file to the appropriate Crash Report. The City will then print only the diagram out and then print the Crash Report to ensure the diagram prints and stretched to fit the appropriate area on the report.

The City will create a complex crash diagram in Faro Zone 2D, save the diagram in another file format other than a pdf and attach the file to the appropriate Crash Report. The application should not allow a file type that is not configured to be a viable attachment.

RESPONSIBILITIES

CITY RESPONSIBILITIES

- Assist in testing and verifying the interface
- Ensure FARO ZONE 2D is installed and working successfully on the laptops and desktops requiring the interface.

VERSATERM RESPONSIBILITIES

- Provide a technical resource to support the City during the interface testing;
- Provide the necessary support for the go-live cutover of the interface.

2.7 ACJIS INTERFACE

INTERFACE SCOPE

The ACJIS interface will provide a query/maintenance transaction interface from the Versadex RMS and from the Versadex Mobile Data Terminal (MDT). These transactions are delivered to state databases (DPS, ACIC, MVD), national databases (NCIC, NLETS) and processed appropriately. The Versadex NCIC Gateway is used to manage and administer the interface.

The RMS user interface consists of a set of DPS and NCIC forms that can be used to process query and maintenance transactions. Additionally, a number of transactions (query and maintenance) may be automatically triggered by transactions within the RMS.

Query transactions from the MDT are spawned using the appropriate query form (query person, query vehicle, etc.).

Once a query had been processed, the response is returned to the MDT in the form of a message transaction and will appear in the MDT message window.

RMS PROCESS OVERVIEW

From within RMS desktop, the NCIC/State subsystem may be invoked by selecting the “NCIC” option from the desktop menu. Prior to allowing access to this subsystem, a security check is performed against the criteria described in Security and Restricting Access.

Once invoked, the user is presented with a transaction list so they may select the appropriate transaction to run by either entering the transaction code (e.g. EA, etc.) or by selecting from a list of valid transactions (known as the NCIC transaction code list). Upon entering the transaction code, the appropriate form is displayed. Mandatory fields are indicated by the convention used throughout the Versadex system (blue reverse).

The following illustrates a wanted person query form:

Fields with corresponding lookup tables are indicated by the “field-level comment” (i.e. press F2 for table values) and/or by the “dropdown” button (Windows convention). Upon completion of the form and pressing the “Process” or “GO” key, form-level edits are performed (e.g. cross-field edits, mandatory field check, etc.); if an error is encountered, the cursor is placed in the appropriate field and a descriptive error message displayed.

Once the transaction has been sent, the user is returned to the transaction selection screen. At this point, the user may continue with other transactions or close the NCIC subsystem and return to the Versadex RMS.

Responses/Replies from the DPS system are returned to the users Versadex vmail mailbox.

Auto transactions, triggered by the Versadex system, will present the corresponding ACIC/NCIC form, for corresponding maintenance transaction(s). That is, for any transaction that will add or update data on ACIC/NCIC as a by-product of a transaction in Versadex, the Versadex system will present the data in the corresponding ACIC/NCIC form for user confirmation. For auto-query transactions, these are simply generated and sent (i.e. the user is not required to confirm the data).

AUTO INITIATED ACIC/NCIC TRANSACTIONS

The following transactions are included with the delivery of the Versadex RMS:

RMS Function	Generated ACIC/NCIC transaction
Query Person	Person Multi Query ³
Query Vehicle	QV, RO (registered owner)
Add Warrant ¹	EWR
Add Seized/Towed Vehicle	QV (generated as a by-product of the add)
Add Recovered/Seized Articles	QA (generated as a by-product of the add)
Add Recovered/Seized Guns	QG (generated as a by-product of the add)

Add Stolen Articles ²	EA
Add Stolen Guns ²	EG
Add Missing Person ²	EM
Add Stolen Vehicle ²	EV

- Note that given the complexity of auto-maintaining Warrants on the State/NCIC databases, the transaction to add/modify/cancel the warrant may not be supported. It is assumed that each warrant, for a person, can be added as a unique record to DPS with a resulting record id (similar to the NIC #) returned. If not, then, adding warrants may not be supported.
- For information added automatically, the Versadex application will attempt to implement “auto-clear” and “update” transactions. For example, when the property is recovered, the system will allow the user to clear or update, as appropriate, the details from ACIC/NCIC based on the NIC# and other associated “stamps” returned from the original add.
- A “Person Multi-Query” is executed whenever a Person auto-query is run (i.e. query by name). This transaction will encompass the following query transactions:
 - ACQW – Arizona State Wanted Person Query
 - QW – NCIC Wanted Person Query
 - DQP – AZ Drivers License Query
 - DQ – Non-AZ Drivers License Query

INITIAL SUPPORTED FORMS/TRANSACTIONS

Although the Versadex NCIC subsystem is designed to support the full complement of ACIC/NCIC forms, Versaterm is not responsible in developing/configuring each and every transaction. As a minimum, Versaterm will provide the forms that correspond to the transaction listed under the “Auto Initiated ACIC/NCIC Transactions” as part of the installation. Additional forms may be configured/created by the administrator (NCIC administrator) using the NCIC Site Configurable Transaction (SCT) Facility (described below). Should forms be available from another Arizona based Versaterm customer, Versaterm will provide these forms as part of the set of forms/transactions delivered by Versaterm.

MDT PROCESS OVERVIEW

The MDT query interface uses pre-defined forms supporting a number of queries. As a by-product of entering a query (e.g. person), the user may “tick” check boxes to indicate which systems should be queried (e.g. NCIC, State, etc):

Query	Generated transaction
Person query	Person Multi-Query
Vehicle query	ACQV, QV, RQ
Property item query	QA, QG (Query Gun), QB (Query Boat)

Once a query had been processed, the response is returned to the MDT in the form of a message transaction and will appear in the MDT message window.

The following is an example of a MDT Person Query form:

Hit Notification: For each query response returned for a query transaction initiated from a MDT, the response will be examined by the system to look for keywords or strings (as defined by Mesa). If a keyword (e.g. Wanted, Stolen, etc.) is found, a hit alert is show to the unit that ran the query.

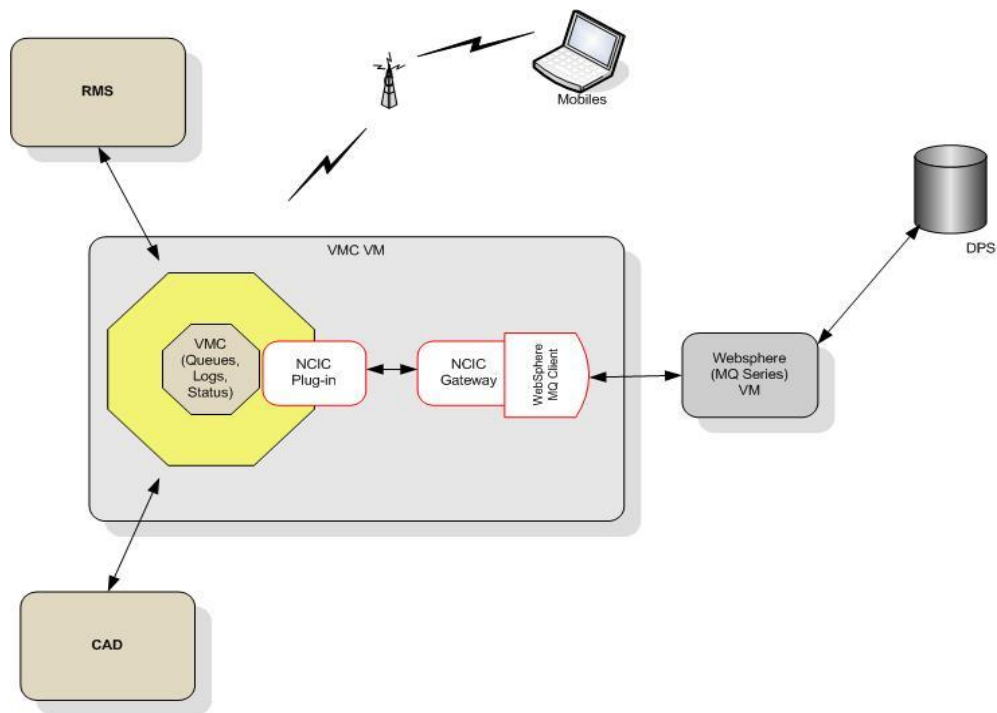
COMMUNICATIONS

Communication to Arizona DPS is performed via IBM MQSeries where the Versadex system communicates from the Versadex Message Controller (VMC) and Versadex Message Switch (VMS) to the local MQSeries queues, channels and messages. The MQSeries queues are configured to exchange data between the customer installation and DPS. To facilitate such interaction, the IBM WebSphere-MQ Client product will be installed on the Versadex VMC/VMS server hosting the Versadex application components responsible sending/receiving data to/from the state interface.

Network communication to the NCIC interface is thru WebSphere MQ via the TCP/IP protocol. The data exchange methodology will conform to the AZDPS MQSeries message standards.

The NCIC Gateway provides the state-specific transaction formatting and communication requirements to the individual state interface. The NCIC Gateway also provides central management for NCIC configurations and user access.

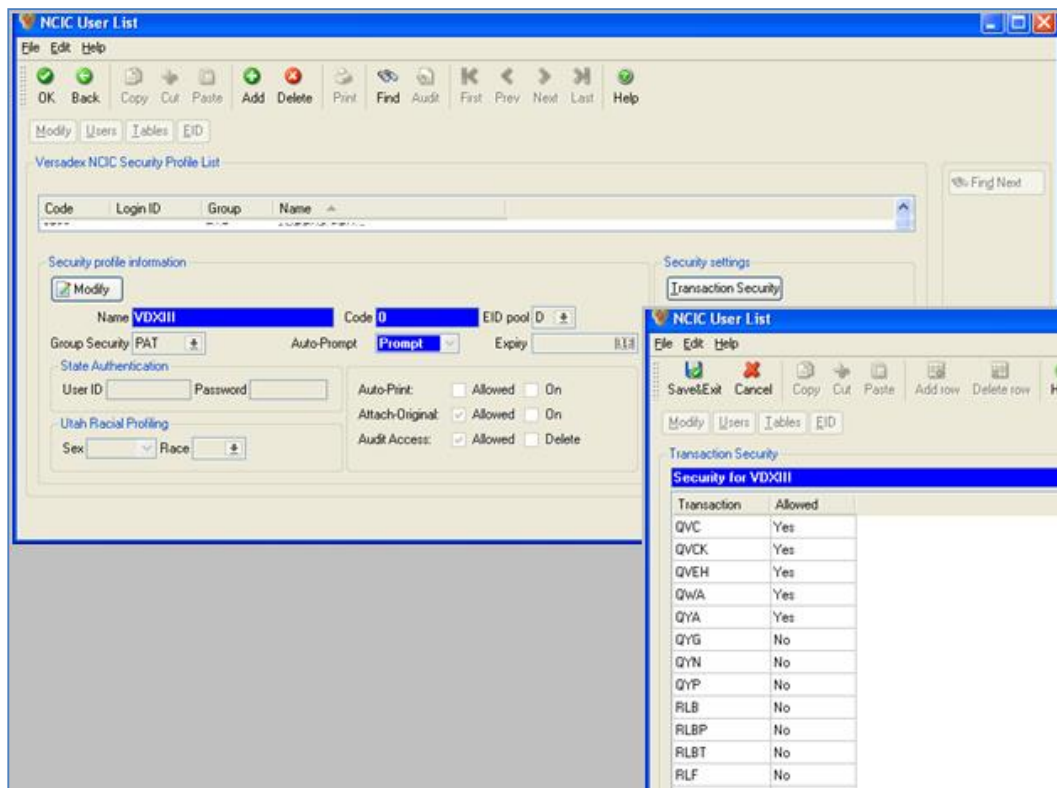
The following diagram illustrates the system connectivity points for the Versadex applications (RMS and MDT) to the NCIC Gateway:



SECURITY AND RESTRICTING ACCESS

Security is controlled with a unique security matrix for NCIC – system users must be registered in the Versadex NCIC security matrix prior to being able to run State/NCIC transactions. Optionally, an expiry date can be maintained where the user is denied access if the current date is greater than the expiry date. For each transaction, the administrator may provide or deny the transaction privileges. Setting security is a supervisor/administrator privilege, accessed through the NCIC Supervisor module. Versaterm will complete the initial load of these values if Mesa provides in a usable format.

The following screen shot is an example of the NCIC security profile and matrix for a specific user:



RESPONSE DESCRIPTION

Each response is returned as a transaction message and placed in the user's Versadex mailbox (Vmail) or MDT message window. Lines are no more than 80 characters in width. If a query generates multiple responses, each response is delivered as an individual message.

AUDITING AND LOGGING

The NCIC gateway switch provides a facility to log/audit all transactions and corresponding responses to an online database table (searchable via the NCIC administrator interface). This is a configurable option as set by site (customer). The audit file can grow very quickly so it is recommended that the log is archived & purged frequently or simply just purged (if retention of the audit is not an issue). Versaterm will provide a program which, through a scheduled system facility, will purge and/or archive the logs to readable ASCII files where the site may back them up to tape periodically. The files are generated on a daily basis, i.e. one file for each day's transactions.

VERSADEX NCIC SITE CONFIGURABLE TRANSACTION (SCT) FACILITY OVERVIEW

The Versadex interface to national, state and county/regional databases is the Versadex NCIC subsystem. The Versadex NCIC subsystem must be configured to recognize every transaction that site requires, where the NCIC subsystem has been identified as the medium by which the transaction is to be passed to an external system. In order to facilitate as flexible a means as possible for such configuration, an integral part of the Versadex NCIC subsystem is its Site Configurable Transaction (SCT) Facility that is more informally referred to as the form-painter.

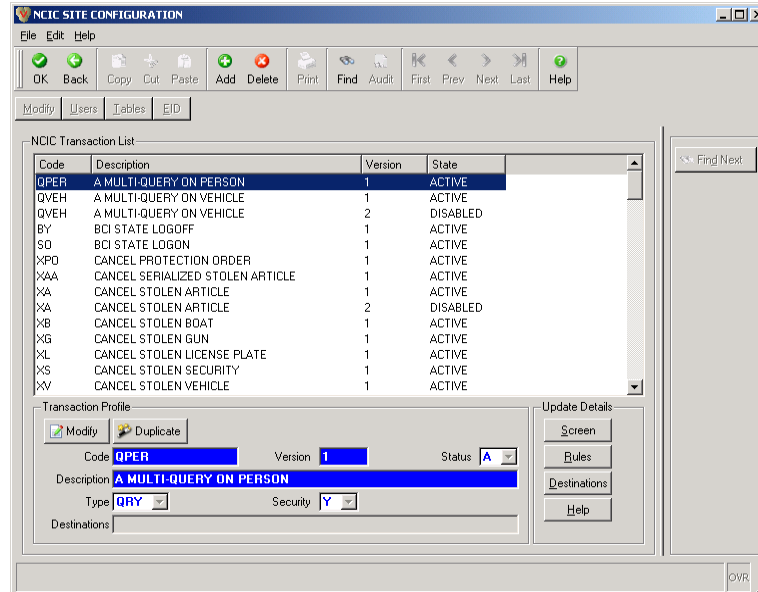
While the SCT certainly provides for the definition of forms that are associated with each transaction, it also provides for the definition of field and/or transaction level rules and, of equal importance, it provides for definition of destination-format strings which govern how transactions will be assembled from the individual field details provided by a user. This allows the City to define additional forms for structured ACJIS transactions as well as a “Free Form” queries which have no predefined structure, thus enabling the user to enter a ACJIS-compliant query string on their own.

It’s due to the Versadex NCIC subsystem’s leveraging of these SCT rules and destination-format strings that every transaction to be handled by the subsystem needs to be defined using the SCT. The benefit of this approach is that any NCIC-like transaction can actually be supported within the NCIC subsystem (e.g. NLETS message) – it does not have to be configured in an integrated fashion within the Versadex application. Further, the agency is capable to adjust the transactions as the external system requirements change.

The remainder of this section provides high-level insight into how the SCT is used to define transactions that can be made available for use with the Versadex NCIC subsystem.

SCT FACILITY TRANSACTION DEFINITION

Transactions are maintained using Versaterm’s Site Configurable Transaction (SCT) facility. When first invoked, a list of already defined transactions is presented. From this list, existing transactions can be modified/deleted (i.e. the highlighted entry in the list representing the transaction currently in focus) or new transactions can be created (i.e. the “Add” button).



When defining new transactions, or modifying existing ones, in addition to defining a transaction code, version, type, etc., the ability to define individual fields that comprise the transaction is also required. To facilitate this, the “Screen” button will open a window, similar to as illustrated below, which will permit transaction fields and labels to be defined:

NCIC SET Form Painter - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://198.73.216.122:1911/tmp/painter.html?xmlFile=fl_mv1.vdxform

Save Close Label Field Set Tab Order

STOLEN VEHICLE MODIFY

NIC: NIC PCN: PCN

LIC: LIC1 VIN: VIN1

OCA: OCA1

MKE: MKE ORI: ORI1

LIC: LIC LIS: LIS LIY: LIY LIT: LIT

VIN: VIN VYR: VYR

VMA: VMA VMO: VMO VST: VST VCO: VCO

DOT: DOT OCA: OCA

LKI: LKI LKA: LKA

OAN: OAN

Mis: MIS

NOA: NOA VOD: VOD IMN: IMN INT: INT

Comments: REM

Property	Value
Tag	VCO
Tab Order	17
Default Value	
Description	Enter color of stolen v...
X-Coord	59
Y-Coord	8
Length	7
Screen Length	
Word Wrap	☐
Look Up	vehicle_color
Color	
Rules	
Include	
Input Picture	
Send Picture	
Period Allowed	☐
Numeric	☐
No Entry	☐
Invisible	☐
Case Sensitive	☐

Reset Apply

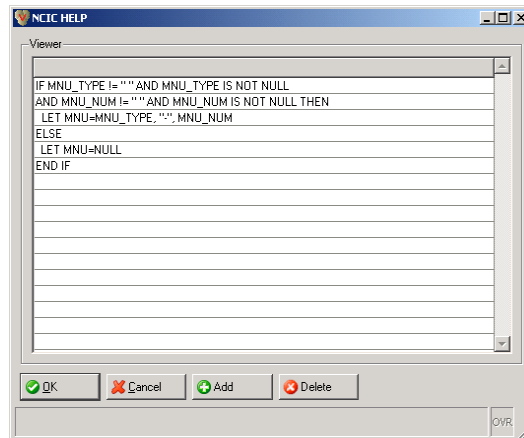
Select field background color

Applet formpainter.FormPainter started

When a field is defined (as shown above), characteristics such as length, default value, field-level rules, permitted values, picture clauses, lookup-table, etc. can be specified. A field tag-value unique to the transaction must also be specified. This tag-value becomes the name by which the field will be referenced when form level rules and/or destination-formats for the transaction are defined. In addition to fields, the screen painting form also allows for the (optional) definition of labels to make the form readable to the user.

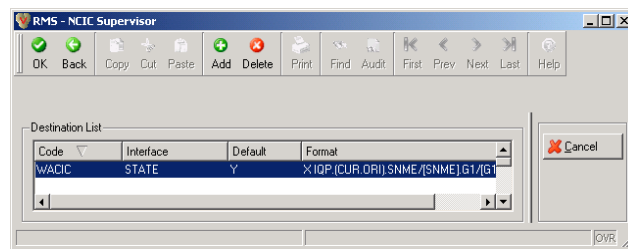
FORM-LEVEL RULES

With the transaction defined, form-level rules and/or destination-formats can be defined. Form-level rules are rules that are applied after the entire form has been specified as opposed to after when an individual field has been entered. Form-level rules can be defined by clicking the “Rules” button and are useful for performing multi-field edits, specifying which destination-formats are to be used and constructing fields that can be used and when populating a destination-format. A sample form-level rules definition might be:



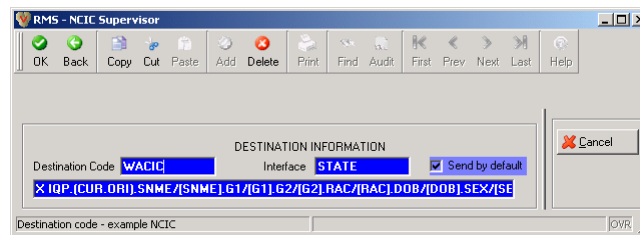
In this case, it is assumed a form has been defined that among others has fields with tag-values of MNU_TYPE and MNU_NUM (i.e. individual fields that when combined would form the NCIC miscellaneous-number - MNU field). If both the MNU_TYPE and MNU_NUM fields above were assigned values when the transaction was being entered then the above rule stipulates that a new variable, MNU, will be assigned the value of the MNU_TYPE field entered on the transaction form, followed by a hyphen ("-"), followed by the value of the MNU_NUM field entered on the transaction form. The resulting MNU variable can then be used later on within the rules section or even used in a destination-format definition.

Destination-formats to specify destination-formats, the "Destinations" button is clicked on the main SCT window. This causes a window similar to the following to be displayed:



The multiple destination capability provides flexibility in dealing where a single transaction may be sent to multiple systems.

The following window shows a destination-format that has been defined for a transaction:



The destination-format generally conforms to rules that tend to be specific to the state and county level messageswitches that the transaction must navigate. Note that the SCT transaction layouts are modeled after the existing, supported NCIC formats where the “dot notation” is used. The SCT does not support native XML transaction definitions (this could be a future enhancement as the state message switches migrate to a pure XML format).

When specifying a destination-format, it is usually comprised from a combination of hard-coded literals (e.g. see CQP, SNME, DOB, etc., outside of brackets/braces above) and/or variables. These variables come from SCT defined constants (e.g. see CUR.ORI embedded within brackets above), from form fields as identified by their tag-value (e.g. see SNME, RAC, DOB, etc., embedded within braces above) and/or from variable names assigned values within the form-level rules section (no example provide above). There is nothing that prevents a hard-coded literal from being the same as a variable name. The destination-format parser distinguishes the appropriate context based on whether or not the value is embedded inside brackets/braces; values inside brackets/braces are variables and values outside brackets/braces are hard-coded literals.

INTERFACE TESTING

These tests are intended to ensure the interface is complete. The following are descriptions of the tests to be performed for the specified interface functionality during the Functional Unit Test period.

FUNCTIONAL AND COMPLETENESS TESTING

For each query/maintenance transaction, the site will verify the corresponding transaction is generated. Invalid combinations are entered to verify edits.

OPERATIONAL TESTING

For each query/maintenance transaction, the site will verify the transaction response. Each response should be compared to the transaction responses returned from the State interface contained in the legacy system.

PERFORMANCE TESTING

The performance tests include a load test where site will run a number of queries from various workstations to ensure the interface can handle the expected workload while routing responses back to

the proper originators. External system response time may vary and is outside of the control of Versaterm.

EXCEPTION TESTING

The exception testing consists of “unplugging” the interface to ensure the line failure is detected and that any queries are retained in the outbound queue and subsequently submitted once the failure has been corrected.

RESPONSIBILITIES

CITY RESPONSIBILITIES

- Assist Versaterm in configuring the MQ Series and interface with the State for permission and configuration parameters.
- Obtain queue manager name(s), queue name(s) and channel names from JWI and provide to Versaterm.
- Configure (and test) required networking components, including firewalls, to enable communication between the Versadex server environment(s) and JWI
- Provide remote access to the server environment permitting Versaterm to configure and test remotely, as required.
- With remote assistance from Versaterm, complete any state-required Certification testing
- Perform interface testing

VERSATERM RESPONSIBILITIES

- Acquire and install the IBM Websphere MQ Series software
- Install and configure the NCIC Gateway software in the implementation server environment (initially) and then within the production server environment.
- Create and install the required Versadex session handlers to interact with the WebSphere MQ Client software.
- With assistance from the City and JWI, configure the MQ Series queues.
- Install and configure the initial Versadex NCIC/State/County transaction set (transactions).
- Perform initial functional/integration testing of the NCIC interface.
- Complete any state-required staff certifications for software providers.

2.8 BUYCRASH INTERFACE

INTERFACE SCOPE

The Versadex BuyCrash Interface supports the automated one-way transfer of data from the Versadex RMS to the BuyCrash system. This section describes the scope and expectations of the Versadex BuyCrash Interface.

PROCESS OVERVIEW

Steps:

1. A MPD group (TBD) will review the Accident Handle's queue (auto-routing rules can be configured to route cases to the Handle Queue based upon an Offense Type) to review new accident reports, updated accident reports, supplements to the accident report, and attachments to the accident report that are eligible to be sent to BuyCrash.

Criteria for eligibility includes:

- a. Fatal and Hit & Runs are not eligible to be sent
 - b. Other reports per review may not be sent
 - c. The User can remove reports not eligible to be released from the queue
2. The user would open up a GO with an accident from the Accident Handle's queue
 3. The user will invoke (click on) Release Tracking
 4. The user will choose the configured Release Template associated with a "release to BuyCrash" (the BuyCrash release type can be configured to auto-select the proper stylesheet)
 5. User can select which case items are to be included in the release
 6. The system will generate the release (pdf)
 7. User will redact, as needed, and the PDF is saved to Release Tracking record
 8. Nightly, Versaterm's process will look for all BuyCrash releases (including updated accident reports, supplements to the accident report, and attachments to the accident report) that have not been sent and unload the PDF
 - a. Each accident will have its own pdf
 - b. The PDFs are transferred via SMTP to the appropriate location
 9. For verification purposes, the MPD group (TBD) can browse BuyCrash releases to review those reports that were sent to BuyCrash.

COMMUNICATION

The City will provide formal authorization to Versaterm to publish the data to the 3rd party. Versaterm is responsible to provide the data through a secure transport mechanism (i.e. NIST / FIPS 140) providing the 3rd party supports such mechanism. Versaterm is not responsible to protect any data once published outside of the Versaterm environment.

BUSINESS CONTINUITY

This interface will be available regardless of which region and/or availability zone the cloud-based RMS is currently serving up the RMS. Should the cloud-based RMS move across availability zones and/or regions, the RMS will reconnect automatically to the shared folder/directory and process the files accordingly.

INTERFACE TESTING

These tests are intended to ensure the interface is complete. The following are descriptions of the tests to be performed for the specified interface functionality during the Functional Unit Test period.

FUNCTIONAL AND COMPLETENESS TEST

This test comprises adding accidents to the Versadex RMS and ensuring that the files are successfully extracted.

OPERATIONAL TESTS

This test comprises of running the CRON entry extract programs to ensure that the required data files are written to the appropriate extract area on the RMS server and to ensure the archive directory is created as well.

PERFORMANCE TESTS

As this is a batch interface, there are no prescribed performance tests.

EXCEPTION TESTS

These tests consist of testing the interface to make sure data is transferred when there is a communication failure between the Versaterm RMS and the external source. Then, once the communication link is re-established, the queued data files are transferred.

RESPONSIBILITIES

CITY RESPONSIBILITIES

- Assist in testing and verifying the BuyCrash extract.
- Coordinate resource availability with Mesa City ITD and third party as required.
- The City will configure external access to the City Network to allow this network traffic.
- The City will perform interface testing.

VERSATERM RESPONSIBILITIES

- Versaterm will develop, install and test the extract facility to create and send the necessary PDF files for this interface including the required stylesheet.
- Provide a technical resource to support the City during the interface testing;
- Provide the necessary support for the go-live cutover of the interface.

2.9 CARFAX INTERFACE

INTERFACE SCOPE

The Versadex CarFax Interface supports the automated one-way transfer of data from the Versadex RMS to the CarFax system. This section describes the scope and expectations of the Versadex CarFax Interface.

PROCESS OVERVIEW

Extract to be run nightly and only include accident reports for the previous day, as per the business rules defined below (e.g. if extract is cron'ed to run at 2:00 a.m. nightly, extract all MVAs from the previous day).

Under normal operations, the process will extract all GOs with an Accident Detail Page, where the 'Status' field = "A" (Approved) on the Accident Detail Page, and where the "Updated On" field (on the Accident Detail Page) is yesterday (previous day from when the extract is being run).

Versaterm will unload MVA details to XML formatted file containing all corresponding MVA(s) extracted for that day. The structure of the unloaded XML file will be defined by Versaterm. The file name will include the date/time the extract is run (so CARFAX can apply in proper sequence).

The GO number will be used to uniquely identify the particular MVA event. If CARFAX receives a subsequent XML record with the same GO#, CARFAX will replace the current record (MVA event) in its entirety, with the new record (including any vehicle(s) associated to the event) - essentially do a delete and re-add of the entire event. If an MVA event is deleted on the RMS, this would have to be manually conveyed to CARFAX (CARFAX is not able to process 'deletes' as part of their electronic interface).

For support and QA purposes, Versaterm will log (in a separate text file on the RMS file system) when the extract is run.

Versaterm will provide the ability to specify a date range as a parameter to the unload script which will enable IT to unload historical data, as appropriate, for delivery to CARFAX. Note that when unloading historical data, extracts should be run in phased increments so as not to adversely impact server performance. IT will need to closely monitor server performance when extracting historical data.

A Notification will be provided if the batch process fails to run for 2 or more consecutive days.

CARFAX RMS MVA EXTRACT DETAILS

The MVA extract is to include the following elements:

0. GO Number (including year)
1. VIN
2. Occurrence Date/Accident Date

3. Police Agency ('Submitting Police Force' on the Accident Form)
4. City (location of the accident – 'Municipality' field on the Accident Form)
5. Prov (location of the accident – default to Ontario)
6. Vehicle Make
7. Vehicle Model
8. Vehicle Year
9. Point of Impact (Mesa to identify fields on the AZ form)
10. Severity (Mesa to indemnify fields on the AZ form)
11. Airbag deployment (Mesa to identify fields on the AZ form)

****Unload all (any) vehicles related to an accident (regardless of role and vehicle type (car, truck, quad, etc.).**

****Vehicle must have an associated VIN to be unloaded.**

****Do not unload 'Trailer' information (unload 'Vehicle' details only at this time).**

COMMUNICATION

The City will provide formal authorization to Versaterm to publish the data to the 3rd party. Versaterm is responsible to provide the data through a secure transport mechanism (i.e. NIST / FIPS 140) providing the 3rd party supports such mechanism. Versaterm is not responsible to protect any data once published outside of the Versaterm environment.

BUSINESS CONTINUITY

This interface will be available regardless of which region and/or availability zone the cloud-based RMS is currently serving up the RMS. Should the cloud-based RMS move across availability zones and/or regions, the RMS will reconnect automatically to the shared folder/directory and process the files accordingly.

INTERFACE TESTING

These tests are intended to ensure the interface is complete. The following are descriptions of the tests to be performed for the specified interface functionality during the Functional Unit Test period.

FUNCTIONAL AND COMPLETENESS TESTING

This test comprises adding accidents to the Versadex RMS and ensuring that the files are successfully extracted.

OPERATIONAL TESTING

This test comprises of running the CRON entry extract programs to ensure that the required data files are written to the appropriate extract area on the RMS server and to ensure the archive directory is created as well.

PERFORMANCE TESTING

As this is a batch interface, there are no prescribed performance tests.

EXCEPTION TESTING

These tests consist of testing the interface to make sure data is transferred when there is a communication failure between the Versaterm RMS and the external source. Then, once the communication link is re-established, the queued data files are transferred.

RESPONSIBILITIES

CITY RESPONSIBILITIES

- Test and verifying the CarFax extract.
- Coordinate resource availability with Mesa City ITD and third party as required.
- The City will configure external access to the City Network to allow this network traffic.
- The City will perform interface testing.

VERSATERM RESPONSIBILITIES

- Versaterm will develop, install and test the extract facility to create and send the necessary XML files for this interface.
- Versaterm will add fields to the XML as necessary to conform to the CarFax standards for the U.S.
- Provide a technical resource to support the City during the interface testing;
- Provide the necessary support for the go-live cutover of the interface.

2.10 COPLOGIC CITIZEN REPORTING INTERFACE

INTERFACE SCOPE

The Coplogic interface will handle the transfer of Coplogic reports to the Versadex RMS transcription queue, where the information will be made available for data verification prior to being saved as a General Offense report.

Coplogic reports are criminal incident reports, reported either by the public online. These incident reports are non-life-threatening matters.

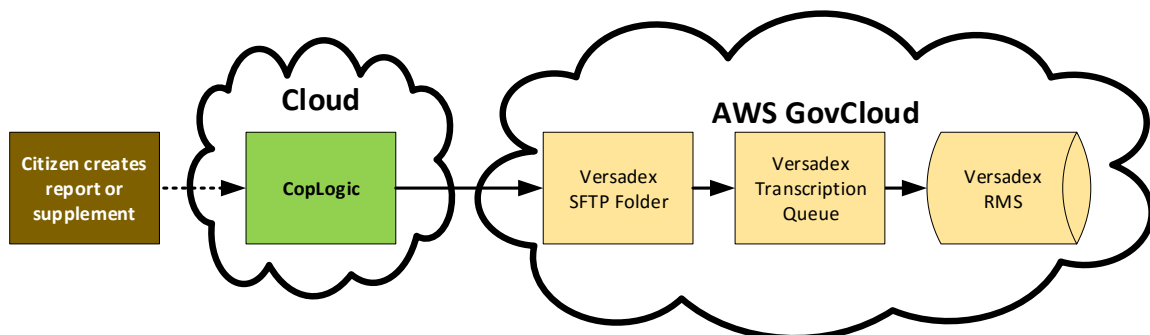
PROCESS OVERVIEW

Once a citizen submits an incident report on the Coplogic website, the citizen's report will be reviewed in DORS by an administrator at the police department and either approved or sent back to the citizen for more detail or correction. Once approved, all citizen's reports will be electronically sent to the Versadex RMS Transcription Queue, ready to be manually processed (transcribed) into the RMS as either a General Offense report or Supplement.

The RMS transcription queue allows the records staff to verify names, either add/merge them to an existing Master Name record or keep the name data case-specific. Additionally, it allows them to validate addresses so that incidents are map-able and review other data within the report. Upon approval the records staff will also see where the report will be routed and has the ability to change or add any case management notifications.

For Supplements, if approved in DORS, the Supplement goes into the RMS transcription queue. If the Supplement doesn't match an existing GO, then the records clerk gets a warning message that there is no matching General Offense. They can then correct it (if it was mistyped) or they can continue on the process and approve it. When a supplement goes through transcription without a matching GO (either from CopLogic or a Versadex MRE sup) it creates a shell GO because the GO can come in later. There is a flag on these reports, so you can see what reports supplements without have associated GOs, so it's easy to find these stragglers.

PROCESS DIAGRAM



STEP DETAIL

Step #	Activity/work performed	By Whom	Notes
1	Citizens make report or supplement on CopLogic	Citizens	
2	Mesa Staff go online to CopLogic and approve or reject the reports and supplements	Mesa	Rejected reports/supplements go "back to citizen" via email notification about rejection – they do not go to RMS
3	For approved reports and Supplements, CopLogic generates XML file and sends to Versadex.	CopLogic	
4	In Versadex Transcription Queue, Mesa Staff will verify names, (either add/merge them to an existing MNI or keep the name data case-specific. Additionally, they will validate addresses so that incidents are mappable.	Mesa	Adduser = "999999" (CopLogic ID#) Reporting officer = "999999" (Coplogic ID#) Case # = YYYY-DDD7### (where DDD=Day of Year, 001-365 - ordinal date format)
5	When the verification process is completed, the report/supplement will be inserted into Versadex	Versadex	

CONFIGURATION

Coplogic handles the design of the web-based report forms and report types according to each police agency's requirements. As part of this step, the police agency is responsible for providing Coplogic with an extract of the Versadex RMS lookup tables so that the Coplogic website uses the same table lookup values. (The RMS lookup values can be extracted from the Versadex RMS by using the MRE table extract option.)

Coplogic will send each approved report to the Versadex RMS server, in a separate XML file, conforming to Versaterm's General Offense XML specification (same format as General Offense reports submitted from the Versadex MRE). Each XML file will contain information about the incident, the related entities, narrative text, and property information (if applicable).

To keep Coplogic-generated General Offense reports distinct from the agency's regular General Offense reports, Coplogic will configure the occurrence numbers to start at a certain number every year, over-and-above the agency's typical number of reported occurrences per year.

COMMUNICATIONS

The Coplogic interface is comprised of two main components:

- DORS (Desk Officer Online Reporting System) server – in CopLogic cloud and provided by Coplogic
- Versadex RMS (Records Management System) – in Versadex cloud

The **Desk Officer Online Reporting System (DORS)** server manages the entire web front-end processing, including the storage of data, web pages, etc. All work on a report by a citizen occurs on the DORS server. It is only when the report is approved by the agencies' administrator that it will be sent from the DORS server to the Versadex RMS server.

The DORS server will be hosted by CopLogic, who will be responsible for the hardware and the upkeep of the server, including the management of the security of the server by restricting user access. Coplogic is responsible for the DORS application and the generation and transport of the XML file to Versadex RMS server's Samba directory.

Once the citizen reports are in the shared Samba directory, a scheduled script (Unix CRON job) on the Versadex RMS server will load the reports into the RMS Transcription Queue. From here, the Coplogic reports can be processed (transcribed) into the RMS as a General Offense report or Supplemental report.

BUSINESS CONTINUITY

The entire Coplogic interface will be available assuming the DORS server application is operating and functioning normally.

This Versadex RMS side of this interface will be available regardless of the configuration. That is, the scheduled script that takes care of loading Coplogic reports into the Versadex RMS Transcription Queue (from CopLogic) will be available should a single application server fail (the pinned processes can be migrated either manually or automatically to the available application server).

INTERFACE TESTING

These tests are intended to ensure the interface is complete. The following are descriptions of the tests to be performed for the specified interface functionality during the Functional Unit Test period.

FUNCTIONAL AND COMPLETENESS TESTING

The functional tests include:

- Creating a test case on the Coplogic website and transcribing it into the Versadex RMS. This test will ensure the XML files are generated by Coplogic and passed to the Versadex RMS, and that all table values match the RMS table values.
- Negative testing with bad incident number and data.
- Testing the name validation functionality for matches and non-matches.
- Testing the address verification for matches and non-matches.

Both General Offence reports as well as Supplement reports will need to be tested to ensure if a citizen files a Supplement with accurate case number they will attach to appropriate General Offense in RMS.

OPERATIONAL TESTING

Operational tests include confirming that approved Coplogic reports that are placed in the shared directory are uploaded into the Versadex RMS Transcription Queue (for transcription into the RMS).

PERFORMANCE TESTING

Performance tests include timing tests from both sides of the interface.

From the Coplogic side, the performance timing test starts from the time the XML file is generated and placed in the shared directory on the Versadex RMS server, once the Coplogic report is approved.

From the Versadex RMS side, the performance timing test starts from the time the scheduled script (Unix CRON job) is invoked and ingests an XML file from Coplogic into the Versadex RMS Transcription Queue, which will not exceed 30 seconds. The Unix CRON interval (i.e. the frequency at which the script is automatically invoked) will not be included in the processing time.

EXCEPTION TESTING

These tests consist of making the Coplogic DORS server and/or the CopLogic application temporarily unavailable, to ensure the XML files are generated and submitted to the Versadex RMS once both components become available.

An additional exception tests to be included is for Supplement reports that do NOT match an existing Incident.

RESPONSIBILITIES

CITY RESPONSIBILITIES

- Provide Coplogic with the RMS tables values (using the MRE Table Extract option)
- With the assistance of Coplogic, design the necessary report types
- With the assistance of Coplogic, establish and test the Coplogic report approval process and policies
- Provide Coplogic with the starting General Offense number for Coplogic reports
- Manually upload General Offense XML files into the Versadex RMS Transcription Queue to transcribe and validate that each field in the Coplogic report is saved to the proper corresponding field in the Versadex RMS General Offense report.
- Perform end-to-end tests of the entire process, verifying that City-generated General Offense XML files are automatically uploaded into the Versadex RMS Transcription queue, and that information from the Coplogic report ends up in the proper fields in the Versadex General Offense report (once transcribed).

VERSATERM RESPONSIBILITIES

- Create and inform the City of the designated shared folder on the Versadex RMS server where General Offense XML files are expected from Coplogic.
- Configure, enable and test the Unix CRON script on the Versadex RMS server that will detect and upload General Offense XML files from Coplogic into the Versadex RMS Transcription Queue.
- Provide the City with training on how to extract the table values for coded fields in the Versadex RMS application.
- Provide the City with training on how to manually upload General Offense XML files from Coplogic into the Versadex RMS Transcription Queue (for initial field mapping testing purposes).
- Provide the City with training on how to transcribe General Offense reports into the Versadex RMS, in order for them to validate that each field in the Coplogic is saved to the proper corresponding field in the Versadex RMS General Offense report.
- Provide guidance, assistance and support to the City with performing end-to-end tests of the entire process.

2.11 VERSADEX GIS INTERFACE

INTERFACE SCOPE

This interface leverages the Versadex GIS application (VGI), which is a suite of Microsoft Windows based tools, scripts and programs used to generate the GIS data files (streets, intersections, addresses and common place names) required by the Versadex RMS. Once completed, the local GIS data will reside in a set of street index validation tables in the RMS database. The Versadex RMS will use the local GIS data to validate and geo-code the RMS events and locations.

The VGI creates the GIS data files required by the Versadex RMS by extracting the required information from ESRI formatted map files (shape files) provided by the City.

The VGI is a .Net application leveraging ESRI's ArcGIS API. As such, the City's GIS Specialist is expected to be familiar with ESRI's ArcGIS Desktop application (formerly ArcView) and must have ArcGIS Desktop version 10.3 installed to use the VGI application.

PROCESS OVERVIEW

ESRI formatted shape files will be provided directly by City GIS.

Using the ESRI-formatted shape files, the VGI will permit the City to map attributes from the various shape files (layers) to the RMS application street index data elements. The VGI program then verifies the data with logical edits and subsequently produces the ASCII file representation of the geo-spatial data, which is then loaded into the Versadex RMS, via the RMS street conversion facility.

The expected result of this process is a comprehensive street index in the RMS for address verification, geo-coding and other spatial-related function and analysis. This process would also be used whenever updates are required to the RMS street index files.

For interim updates that may be required should the City's GIS files not be up-to-date, the Versadex RMS street maintenance facility permits a user, with appropriate security permissions, to manually update the street index data directly in the RMS. All changes are identified as "locally changed." Prior to loading a VGI produced dataset, the locally changed records are unloaded to an ASCII file(s). The RMS system administrator may view the file(s) on the server and edit them, as appropriate, or simply append them to the VGI load files where, upon the subsequent load, the street load edits and rules will be applied and duplicates and/or overlaps will be rejected. An exception report is produced identifying any rejected records.

VGI SOURCE INFORMATION

The data source for the VGI consists of ESRI formatted GIS shape files to be supplied by the City. At a minimum, the City is required to supply a street centerline file and at least one patrol boundary layer.

The VGI can extract the following information from the provided shape files:

- Street names
- Street ranges (including cross-streets)
- Intersections
- Address points (assuming these can be provided as a shape file)

The following information can also optionally be converted:

- Common place names (landmarks)
- Street alias names

While most sites choose to manage their common place names and street alias names outside of the shape files, Versadex can support importing common place names (landmarks) and street alias names from a text file (see file format requirements below).

VGI SHAPE FILE REQUIREMENTS

The VGI only supports shape files that contain 2D feature types. Z values are not supported.

All shape files must have the same projection.

The X and Y coordinates in the RMS street index tables only support integer values. Any decimals will be truncated.

The shape file attributes are mapped to the Versadex RMS data fields using the Versaterm VGI tool. When necessary, the shape file attributes are cast (converted) to the Versadex data type during the extract (the “Char” data type accepts alphanumeric values).

The VGI will process the street centerline layer, the boundary layers (precinct, sector and district), and an address layer. These layers are used to map fields from the ESRI formatted shape files to the fields required by the Versadex RMS.

STREET CENTERLINE LAYER

The purpose of the street centerline layer is to extract the address block ranges from each street segment, and to generate intersections.

The fields below are captured from the street centerline layer. There are several fields, which are automatically generated including X-Y coordinates and cross street data.

Fields captured from the street centerline layer				
	Field Name	Data Type	Req?	Remarks
1	Street Name	Char(40)	Y	Versadex requires a ‘full street name’ that includes direction, name, and type (e.g., N MAIN ST). If the street network shape file contains a full street name field, it can be used or, alternatively, fields

				can be mapped to the direction, name, and type fields and the full street name is generated. If the street name, street type, and street direction is provided individually, then the maximum size of the full street name cannot exceed 40 characters.
2	Street Direction Prefix	Char(2)	N	
3	Street Direction Suffix	Char(2)	N	
4	Street Type	Char(4)	N	
5	Left Municipality (City)	Char(6)	Y/N	The RMS must be able to uniquely identify an address/street. In Versadex, the Municipality (City) code is required to identify unique street names/addresses. Note a unique <u>code</u> for the Municipality/City must be provided (max char(6)), and not the Municipality/City Name (e.g. unique codes will need to be provided for Mesa, and bordering municipalities/cities – Tempe, etc.). If an address is duplicated (e.g., multiple 101 Main St.) within the street network layer, the City GIS must set the Municipality/City code (uniquely) for the addresses, ranges and intersections. If at all possible, the Municipality/City code should be part of the underlying GIS information (i.e., a Municipality/City field in the street network layer or a Municipality/City polygon layer) but it can be based on a constant value.
6	Right Municipality (City)	Char(6)	Y/N	Same as above
7	Left Address Start	Numeric(6)	Y	
8	Left Address End	Numeric(6)	Y	
9	Right Address Start	Numeric(6)	Y	
10	Right Address End	Numeric(6)	Y	
11	Leading Zero ³	Char(1)	N	The Leading Zero field must be populated with a value of "0" for street segments that contain street numbers with leading zeros. Otherwise it should remain blank.
12	Ring Code	Char(10)	N	The Ring code option allows the user to extract ring codes from the street network layer. These

				are usually gated community entry codes that are stored on the map.
13	Remarks	Char(40)	N	The Remarks field can contain any additional information required by the agency. It may also contain 100 Block information.
14	Unique ID	Char(20)	N	The Unique ID must be a unique number within the GIS data set. (The Unique ID provides a cross-reference to the originating source data set). If this does not exist then the feature ID is used. Note the Unique ID is max Char(20).
15	Zip/Postal Code	Char(10)	N	
16	Census Tract	Char(10)	N	
17	Local Field 1	Char(10)	N	
18	Local Field 2	Char(10)	N	
19	Street Alias Name	Char(40)	Y	The Street Alias name can be extracted from the street network layer. However, most agencies manage this information using an external flat file or spreadsheet. See Interface (Text File) Load Requirements below.

STREET CENTERLINE LAYER REQUIREMENTS

- Line segments must be split at the intersection for an intersection to be created.
- Intersections are not created if two lines overlay one another.
- Address block ranges will be created for the left and right side of each street segment. Each address range must contain either an even pair or an odd pair of numbers. Mixed ranges are not valid ranges.
- The geometry type for this layer must be 'polyline'.
- The street network layer must contain the entire street network that the agency services. This includes (but is not limited to) interstates and highways, major roads, municipal roads, and local roads.
- If multiple shape files are currently used to represent the above layers, the City is expected to combine/merge them into a single shape file for the use with the VGI. Note, in order to combine layers, the City is required to use common attribute definitions.
- The street network layer should not contain overlapping street segments containing a different street name for each segment as this can cause the VGI to produce undesirable results.
- The street network layer should not contain street segments that are less than 1 map unit (or 1 meter) in length, often referred to as 'slivers', as these can cause the VGI to produce undesirable results.

BOUNDARY LAYER [MESA'S FILE IS "PDESZ"]

The purpose of the boundary layer is to accurately identify the geographical response boundaries used by the law enforcement agencies that will set up in the multi-jurisdiction RMS. The response boundaries in the Versadex RMS

are hierarchical and broken down as follows (starting from largest to smallest area of space): jurisdictions, districts, zones/beats, and grids/atoms.

The jurisdiction field identifies the law enforcement agency, and the other boundary fields are the layers within each jurisdiction.

Fields captured from the Boundary Layer				
	Field Name	Data Type	Req?	Remarks
1	Municipality (City)	Char(6)	Y/N	The Municipality/City information must be supplied in the Street Network or Boundary Layer or as a constant value.
2	County	Char(2)	N	
3	Jurisdiction	Char(2)	Y/N	The Jurisdiction value is mandatory for multi-jurisdictional sites. (In the case of a non multi-jurisdiction site, the jurisdiction can be defaulted in the VGI to a constant value; note, however, that in this instance surrounding areas will be assigned the same jurisdiction code).
4	District (Precinct)	Char(4)	N	Mesa will need to update.
5	Zone/Beat (Sector)	Char(6)	Y	
6	Grid/Atom (District)	Char(6)	N	
7	Census Tract	Char(10)	N	
8	Zip/Postal Code	Char(10)	N	
9	Local Field 1	Char(10)	N	
10	Local Field 2	Char(10)	N	

BOUNDARY LAYER REQUIREMENTS

- The geometry type for this layer must be 'polygon'.
- At a minimum, the zones (sectors) are required (this is the minimum information required by the Versadex system).
- Zones (sectors) must be unique across the entire agency response area (City).
- Under normal circumstances, the boundary layer should cover the same area as the street network layer but it is recognized that the street network may in fact contain streets for another jurisdiction (e.g., for address validation).
- The boundary layer may be provided in a single or in multiple shape files (e.g., one for zone, one for grid, etc.). The VGI tool will project across multiple layers.

ADDRESS LAYER

The purpose of the address layer is to store the x/y coordinates for every address, which allows the Versadex RMS to tag every report with the associated x/y coordinates for mapping and analysis purposes.

Fields captured from the address layer				
	Field Name	Data Type	Req?	Remarks
1	House (civic) Number	Char(11)	Y	The Civic Number cannot contain a leading zero.
2	Street Name	Char(40)	Y	Like the street name for the street network layer, a full street name field can be generated from the direction, name, type, and suffix fields.
3	Street Direction Prefix	Char(2)	N	
4	Street Direction Suffix	Char(2)	N	
5	Street Type	Char(4)	N	
6	Civic Number Suffix	Char(1)	N	The Civic Number Suffix is a single character at the end of the civic number (e.g., 200A). It can be provided in its own column or as part of the Civic Number.
7	Civic Number Fraction	Char(3)	N	The Civic Number Fraction can be one of the following: 1/4, 1/2, 3/4, or it can be provided in its own column or as part of the Civic Number.
8	Leading Zero	Char(1)	N	The Leading Zero will be populated with a value of "0" if the corresponding civic number should have a prefix "0" value. Otherwise it will remain blank.
9	Unit Number	Char(6)	N	Versaterm will make minor RMS change to accommodate Mesa CHAR 10
10	Unique ID	Char(20)	N	The Unique ID must be a unique number within the GIS data set. The Unique ID provides a cross-reference to the originating source data set. If a Unique ID does not exist in the provided shape file then the feature ID is used. Note the Unique ID is max Char(20).
11	Ring Code	Char(10)	N	
12	Place Name	Char(40)	N	Mesa currently uses CHAR 80. RMS can handle this, at this point Versaterm CAD cannot.

				The Place Names can be extracted from the address layer. When extracting place names from the address layer, an address can only be linked to one place name. When loading place names from a text file, there can be multiple place names at an address. See Interface (Text File) Load Requirements below.
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ADDRESS LAYER REQUIREMENTS

- The geometry type for this layer must be 'point'.
- The City must ensure that common naming conventions are used between the street network and address shape files.
- All address points must have a street segment with matching low and high address values.
- If the City includes data from outside the primary area of responsibility for the PD, it is recommended that the address point layer only be included for the City, and not for the neighboring areas. This will be further discussed and reviewed during the implementation configuration sessions.
- The following are examples of address records that would be rejected during the VGI extract:
 - Address: '2300 CARLING AV'
 - Range: '2200-2298 CARLING AV' & '2302-2398 CARLING AV'
 - This record will be rejected, as it does not fall within a valid range record.
 - Address: '100 MCINLEY BLVD'
 - Street Name: 'MC INLEY BLVD'
 - This record would be rejected as it does not match with an existing street name record — note the space after 'MC'.

CUSTOM INTERSECTION LAYER

Not truly intersections from a GIS point of view (such as bridges and railroad tracks), which the general public would naturally identify with. These types of intersections are also used for dispatching purposes or police reports.

If this type of information is required, then an additional layer may be included to generate additional intersection records. Custom intersections can be provided in one of the following formats:

A- CUSTOM INTERSECTIONS USING LINE LAYERS IN THE STREET CENTERLINE LAYER

Multiple line layers can be used to create intersections with the street centerline layer by overlaying the custom intersection line layers with the Street Layer. The geometry type must be polyline.

An example of this is providing a river layer to overlay the street layer to generate intersections where the rivers cross the street network. The only value required in the custom intersection line layer is the name to be used with the intersecting street.

Custom Intersections using Street Centerline Layers				
	Field Name	Data Type	Req?	Remarks
1	Intersecting Name	Char(40)	Y	

B- CUSTOM INTERSECTIONS USING A SINGLE POINT LAYER

A single point layer can be used to create custom intersections with specific geo-spatial information. The shape file must contain both intersecting street names.

Custom Intersections using a Single Point Layer				
	Field Name	Data Type	Req?	Remarks
1	Street Name	Char(40)	Y	Versadex requires a 'full street name' that includes direction, name, and type (e.g., N MAIN ST). If the street network shape file contains a full street name field it can be used or alternatively, fields can be mapped to the direction, name, and type fields and the full street name will be generated. If the street name, street type and street direction are provided individually then the maximum size of the full street name cannot exceed 40 characters.
2	Street Direction Prefix	Char(2)	N	
3	Street Direction Suffix	Char(2)	N	
4	Street Type	Char(4)	N	
5	Street Name	Char(40)	Y	
6	Street Direction Prefix	Char(2)	N	
7	Street Direction Suffix	Char(2)	N	
8	Street Type	Char(4)	N	
9	Municipality (City)	Char(6)	Y/N	The Municipality (City) <u>code</u> must be supplied if the Municipality (City) for the streets is being extracted from the Street Layer.
10	Remarks	Char(40)	N	
11	County	Char(2)	N	The VGI interface can be configured to read response (police patrol boundary) information, namely District/Zone/Grid from the custom intersection layer or
12	Jurisdiction	Char(2)	Y/N	
13	District (Precinct)	Char(4)	N	

14	Zone/Beat (Sector)	Char(6)	Y/N	to extract response information from the provided boundary layers. If response information is provided as a part of the custom intersection layer, then the Zone (Sector) field is mandatory and the jurisdiction field is mandatory for multi jurisdiction sites. (Note that for non multi jurisdiction sites, the jurisdiction code must match what is used for the Boundary layer).
15	Grid/Atom (District)	Char(6)	Y	

COMMON PLACE NAMES (LANDMARKS)

The Versadex RMS street conversion programs have the functionality to load the common place names (landmarks) into the RMS database from a text file provided by the City.

After the initial load of the street centerline and boundary layers, the place names can be either maintained directly through the RMS street maintenance utility or re-loaded into the RMS database (from a text file) as part of subsequent street conversion loads.

Common place names cannot be loaded separately and independently from the street load as they are processed as part of the street load.

The format of the text file accepted by the conversion programs is as follows:

Common Place Name File Format Requirements				
	Field Name	Data Type	Req?	Remarks
1	Jurisdiction	Char(2)	Y	Jurisdiction (blank if not multi-jurisdictional) – Mandatory if site is multi-jurisdictional
2	House (civic) Number	Char(11)	Y	The street address number
3	Full Street Name	Char(40)	Y	Full street name (includes street type, name and direction)
4	Unit Number	Char(5)	N	Unit or apartment #
5	Municipality (City)	Char(6)	Y	Municipality (City) Code
6	Place Name	Char(30)	Y	The place name (i.e. BURGER KING)
7	Primary Place Flag	Char(1)	Y	Primary (Y) / Alias (A) / blank In Versadex, it is possible to have multiple place names linked to the same address. This field is used to specify place names that are primary place names, alias place names, and non-primary place

				names. For example, indicate “Y” if the place name is the primary place name (CARLINGWOOD MALL – 123 MAIN ST). Provide an “A” if the place name is an alias or short form (CM). Provide a blank or null if the place name is a non-primary place at the same address (SEARS – a store in CARLINGWOOD MALL). If SEARS has its own civic address (e.g., 123 MAIN ST - UNIT 2), this should be the prime at 123 MAIN ST – UNIT 2.
8	Effective From Date	Date	N	Used to identify historical place names (MM-DD-YYYY) These fields can be used to specify the period of time during which the place name or a place name alias will be effective.
9	Effective To Date	Date	N	
10	Address Prefix	Char(3)	N	Civic number prefix (currently only 0-zero is supported)

EXAMPLE:

VI|2300|W MAIN ST|A1|1|TIM HORTONS|Y|||

COMMON PLACE NAME FILE REQUIREMENTS

- The address file is NOT required prior to this file.
- Versadex does not support place names that begin with numeric data (for example, 24 HOUR FITNESS). In order to use this type of place names, the space between the number and the first word of the name must be removed. For example, “24 HOUR FITNESS” should be entered as “24HOUR FITNESS”. “7-11” can be entered as “711”, “7’11” or “7ELEVEN”.
- Place names cannot begin with the word “BLOCK”.
- The following characters are not allowed in place names: ‘&’, ‘.’, ‘-’.

STREET ALIAS NAMES

The Versadex RMS street conversion programs have the functionality to load the alias street name file into the RMS database.

After the initial load of the street centerline and boundary layers, the alias street names can be either maintained directly through the RMS street maintenance utility, or re-loaded into the RMS database (from a text file) as part of subsequent street conversion loads.

The format of the text file accepted by the conversion programs is as follows:

Street Alias Name File Format Requirements				
	Field Name	Data Type	Req?	Remarks
1	Full Street Name	Char(40)	Y	Full street name (includes street type, name and direction)
2	Municipality (City)	Char(6)	Y	Municipality (City) Code
3	Alias Full Street Name	Char(40)	Y	Name as entered (i.e. N MCLEAN ST)
4	Alias Low	Numeric	N	Low value for the range/block face
5	Alias High	Numeric	N	High value for the range/block face

EXAMPLE:

MAIN ST E|1|HWY 61|200|244|

VGI OUTPUT

Once the VGI generate process is completed, up to four ASCII files are generated: street names, ranges, intersections and addresses. These files contain the geo-spatial information required by the system.

STREET NAMES

The street names file contains every unique street that appears on the street network shape file. A unique street is a combination of the full street name and the municipality (city). A full street name includes direction, name, and type (i.e., W FOSTER ST).

RANGES

The ranges file contains a record for each block (segment) in the street network shape file. Each record will contain data corresponding to the block – cross reference ID to the street name (in the ‘street names’ file) low-high address values, cross street IDs, district (precinct), zone (sector), grid (district), X-Y coordinates, etc.

INTERSECTIONS

The intersections file contains a record for each intersection in the streets layer. Each record will contain data corresponding to the intersection – cross reference ID to the street name (in the ‘street names’ file), district (precinct), zone (sector), grid (district), X-Y coordinates, etc.

An intersection record is created whenever two streets actually intersect (i.e., intersecting polylines). There are many cases where, from a public safety perspective, additional intersections may be required (e.g. bridges, railroad tracks, etc.). Although these “intersections” are not truly intersections from a GIS point of view, they are locations

where an incident may occur and the location may be required for a subsequent report. If this type of information is required, then additional layers, of the geometry type of polyline, may be included to identify the rivers and railroad track features for instance. If provided, the intersections will be generated by spatially joining with the street network layer.

ADDRESSES

The address file contains a record for each address point in the provided shape file. Each record will contain a cross reference ID to the street name (in the 'street names' file), address number, district (precinct), zone (sector), grid (district), X-Y coordinates, etc.

As part of this process, a file geo-data base (GDB) is also created containing a feature class (layer) for the ranges, intersections and errors. These layers are added to the main ArcGIS Desktop window and provide a visual representation of the street data that is loaded into the Versadex RMS. The errors layer will contain any street that has invalid or missing data.

ERROR CORRECTION PROCESS

In addition to the error layer, an error log file is generated which contains the record identifier of each street and an error description. The file may be viewed using Windows notepad or other text file editor. The record identifier may be used to view the source segment on either the feature class or street centerline layer.

The City will be able to correct errors prior to loading into the Versadex RMS. It is recommended that detected errors are corrected on the base (City) GIS data files.

Sample errors may include:

- Street name missing or invalid
- Municipality missing or invalid
- Range low/high values wrong side (odd/even on same side of street)
- Overlapping ranges – e.g. range of 2-28 when 24-30 already exists
- Duplicate ranges – range 2-28 & 2-28
- Empty geometry – shape field is empty
- Empty geometry – length of polyline is 0

INTERFACE TESTING

The VGI functional testing ensures that the City ESRI formatted shape files can be successfully processed by the VGI, producing the necessary ASCII data files that can be subsequently loaded into the Versadex RMS database.

These tests are expected to be incremental where the City may load the VGI produced ASCII files into the Versadex RMS for verification, prior to a full end-to-end test and quality assurance testing.

QUALITY ASSURANCE TESTING

Upon completion of the Interface Testing, Versaterm and the City shall use the VGI produced data files to run a complete GIS validation and load into the Versadex RMS.

Once the GIS data is loaded into the RMS database (Street Index), the City will conduct quality assurance tests on the data by performing numerous location data entry trials on the RMS desktop client software.

RESPONSIBILITIES

CITY RESPONSIBILITIES

- Provide a Windows 7 / 8 / 10 desktop PC with ESRI ArcGIS Desktop (ArcMap) 10.3 installed for use with the VGI. The desktop PC must meet the minimum ESRI requirements for ArcGIS Desktop (namely minimum 3GHz, 2GB RAM and 150GB Hard Disk for Windows 7). A minimum basic license for ArcGIS Desktop is also required.
- Install the VGI software as per the documentation provided by Versaterm.
- Provide GIS information in a single projection in ESRI formatted shape files.
- If the shape files are to be posted to ESRI ArcGIS Online, provide a mechanism so the shape files can be downloaded from ESRI ArcGIS Online and stored on the PC to be used for the VGI (in the directory as specified in the VGI documentation).
- Provide the GIS shape files to Versaterm for verification and testing as required.
- Verify quality and completeness of the data.
- Correct VGI-identified data errors.
- Perform quality assurance testing within the Versadex RMS.
- Optional: Provide a list of street type abbreviations and configure the Versadex RMS with those abbreviations.
- Optional: Provide the common place name (landmark) file in the format specified within this Section.
- Optional: Provide the street alias file in the format specified within this section.

VERSATERM RESPONSIBILITIES

- Provide the VGI software and related documentation.
- Provide the City with instructions and support on the VGI installation.
- Provide the City with the required VGI training and support.
- Perform initial street conversion load into the Versadex RMS database.
- Train local authorities on how to perform subsequent street conversion loads into the Versadex RMS database.
- Assist in resolving issues arising from the City's quality assurance testing.

2.12 HR SYSTEM (CGI ADVANTAGE HRM) INTERFACE

INTERFACE SCOPE

This interface is a one-way export from the City of Mesa's CGI Advantage HRM system into the Versadex Personnel module for authorization purposes. The purpose of this interface is to reduce duplicate entry in the RMS as personnel employment data changes over time and the associated permissions that personnel have in the RMS should reflect those changes.

PROCESS OVERVIEW

The CGI Advantage HRM system will be the master source for updates to these records. It should be noted that CGI Advantage HRM will need to keep track of past employees and include updated employment status in the transfer given that information (cases, etc.) could be tied to those employees and their name will be needed when translating the badge number. (Note that there is a unique one-to-one relationship between employee ID/badge # and the employee – and if an employee is rehired, they will use the old ID #). The RMS personnel interface is an XML based interface. It will be the responsibility of The City to provide the data formatted to the Versaterm XML specification provided below.

Every time a personnel entry on the City system is modified or added, an XML file (containing a snapshot of the employee record from HRM (including current and historical 'duty status' information (organization assignment and given rank for a certain time period) will be generated and copied to the Versaterm RMS application server in a specified drop directory. This XML file could include one or more add/modify per file for one or more employees.

The file transfer will be accomplished via:

- SFTP - The CITY system can make a Secure FTP transfer to the RMS application server and copy the XML file to the pre-determined drop directory. SFTP is an encrypted transfer protocol.

A scheduled task (cron) on the Versadex RMS will check for the files once per day. This cron job will need to run at quiet times e.g. 4 am since there could be many records being loaded. This job will probe the drop directory for new XML files, and ingest them into the Personnel subsystem where the information will be used to add new records or update existing records.

The following is the cron entry installed on the RMS server, scheduled to run daily, that is responsible for processing files received from the CGI Advantage HRM system:

```
50 6 * * * ( SETUPFILE=; export SETUPFILE; ${VTMSCRIPTDIR:-  
/usr/local}/bin/VTMcron RMSSVC  
\\${VDXFILES}/scripts/versonnel_import_ifc.sh \\${VDXDB} MP HREADR; )  
#RMS
```

The following interface log file(s) are located on the RMS application server:

Log File	Associated program/process
----------	----------------------------

\$VDXLOG/import_versonnell.log	Detailed load information of data being ingested by the interface (lists XML file, badge numbers, what was processed, etc.).
\$VDXLOG/versonnell_ifc.log	High level log file that lists start and end time of Personnel interface run

Mesa will have access to these logs via SSH connectivity into the application server (ex. Putty)

Any errors that occur during the load are sent to the vMail of the handle specified in the cron job (ex., HREADR).

Versaterm will send a message to a handle if a file has not been received from the HRM in 24 hours (M-F?).

DATA SPECIFIC NOTES

All character-based fields should be filled with data in upper case.

- BADGE_NUMBER (CHAR(6))**- Employee ID/Serial#/Badge#: *Mesa will use Employee ID*
- LOGIN (CHAR(64))**- The Versadex RMS "LOGIN" field could be populated with an Employee ID/Serial#/Badge#, or even an email address. This is the ID that Customer is currently using to login to Windows desktops and is a good fit as the accounts used to login to RMS. *Mesa will use Employee ID.*
- OP_CODE (CHAR(6))**- The Versaterm Op_code is a value representing an individual and should not change over time. This code is stamped on all data that is added or modified in the RMS. The Employee ID/Serial#/Badge# would be the best candidates for this. *Mesa will use Employee ID (we may have issue with duplicates – this is a Mesa issue to work out).*
- EMPL_STATUS (CHAR(1))**- Employee Status: A NULL status field indicates that a user is Active, otherwise the status field holds a value indicating if a user is inactive, retired, etc. This field will be populated with an appropriate value from the City's CGI Advantage HRM system.
- FULL_NAME (CHAR(25))**- Typical example would be "SMITH, JOHN", or "JOHN SMITH" depending on the standard the City wishes to adopt.
- SURNAME (CHAR(24))** = Last Name
- GIVEN_NAME (CHAR(24))** = First Name
- CELL_AREA (CHAR(3))** = Area Code- Could be used for Work Phone
- CELL_NUMBER (CHAR(8))** = Cell Number- Could be used for Work Phone
- VOICE_MAIL (CHAR(10))** = voicemail box/extension- Could be used for Work(desk) Phone
- EMAIL_ADDR (CHAR (40))** = Work Email address
- AUTO_PAGER(CHAR(1) Y/N)**- The Personnel auto page field (Yes or No) refers to whether an officer should be automatically paged on dispatch. *Mesa does not have this in the Advantage HRM, will default "No".*

13. **ADDED_DATE (Date MM/DD/YYYY)** Mesa will likely use Hire Date
14. **ADDED_BY (CHAR(6))** Mesa will use "HRM"
15. **MODIFIED_DATE (Date MM/DD/YYYY)**
16. **MODIFIED_BY (CHAR(6))** Mesa will use "HRM"
17. **GROUP_SECURITY (CHAR(2))**- The Versaterm Personnel XML specification allows for a group security code to be assigned to the user. If this group security code is to be included in the XML, Mesa would need to define the name and make-up of each security group in RMS and ensure the XML feed contains the required information to be ingested into the RMS.
18. **ORGANIZATION (CHAR(5))**- The ORG code from RMS that you want the officer to be tied to. HRM will need to define these 5 digit codes and map their existing data to these codes. ITD and PDIT will need to develop a "Org to numeric code" crosswalk for the various MPD assignments.
19. **RANK (CHAR(4))**- The code from RMS that you want the officer to be tied to. HRM will need to define these 4 digit codes and map their existing data to these codes. ITD and PDIT will need to develop a "title to numeric code" crosswalk for the various sworn ranks.
20. **SUPERVISOR_FLAG→ IS_SUPER (CHAR(1))**- Is this person a supervisor of this organization unit?
Y/N/A
Y=Yes of ORG Unit / N= No of ORG Unit / A= Can approve reports from ANY ORG Unit (generally from a Field Reporting perspective).
21. **PRIMARY_FLAG→ PRIMARY_POSITION (CHAR(1))**- Is this the officers Primary Assignment?- an Officer can only have one active primary position(assignment).
22. **FROM_DATE (DATE)**- The effective date of the ORG Assignment.
23. **TO_DATE (DATE)**- The end date of the ORG Assignment.

SAMPLE XML FILE (MOST RECENT SPECIFICATION)

```
<?xml version="1.0" encoding="utf-8" standalone="no"?>
<RMS_PERSONNEL>
  <PERSON>
    <TOMBSTONE_GENERAL>
      <BADGE_NUMBER>123</BADGE_NUMBER>
      <CALL_SIGN>456</CALL_SIGN>
      <EMPL_STATUS/>
      <LOGIN>ABCD123</LOGIN>
      <OP_CODE>P100</OP_CODE>
      <FULL_NAME>SMITH, JOHN</FULL_NAME>
      <SURNAME>SMITH</SURNAME>
      <GIVEN_NAME>MARRY</GIVEN_NAME>
      <MIDDLE_NAME>ANN</MIDDLE_NAME>
      <CELL_AREA>607</CELL_AREA>
```

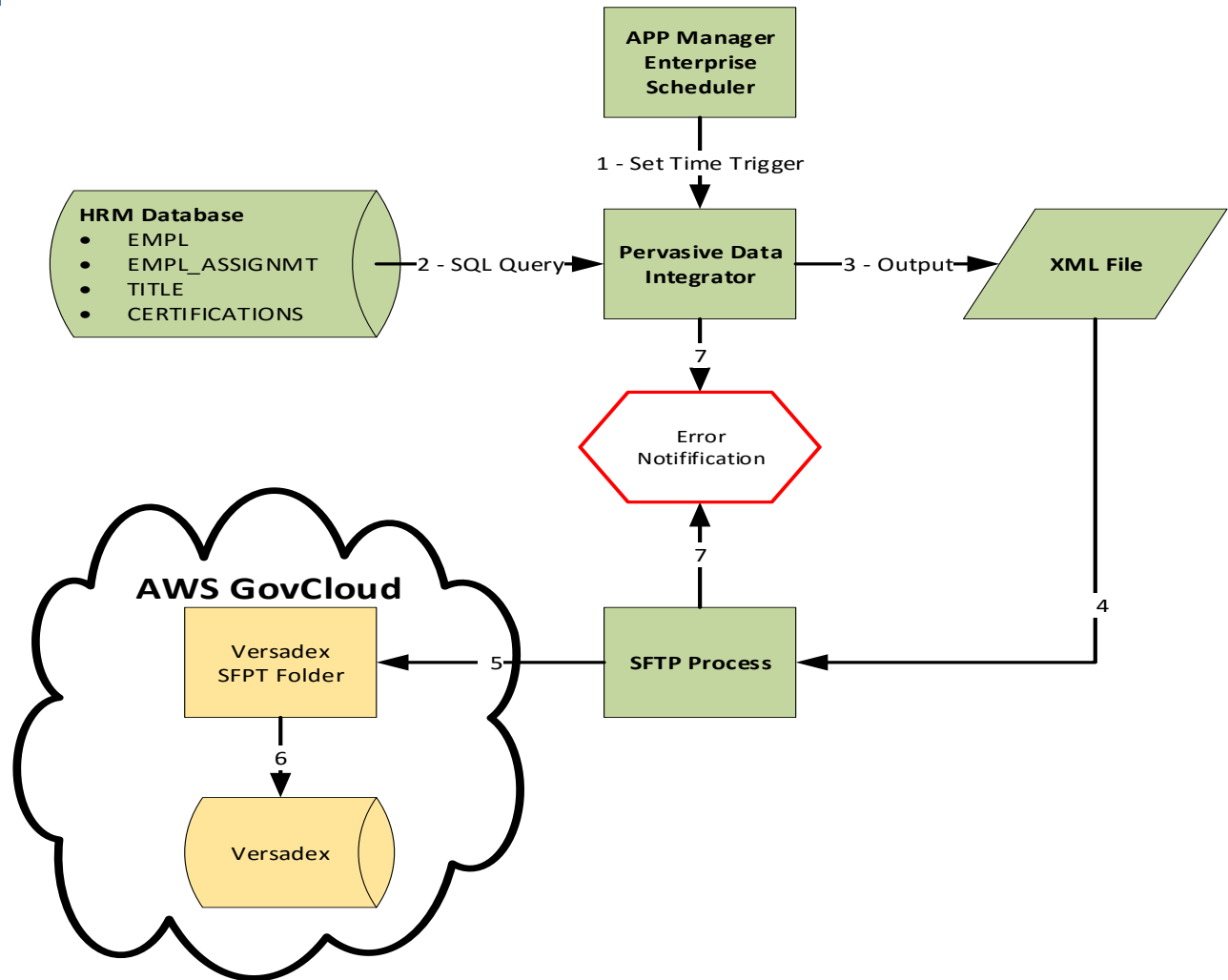
```
<CELL_NUMBER>820-0311</CELL_NUMBER>
<VOICEMAIL_EXT>12</VOICEMAIL_EXT>
<PAGER_NUMBER>123</PAGER_NUMBER>
<AUTO_PAGER>N</AUTO_PAGER>
<PORTABLE_NUMBER>A12345</PORTABLE_NUMBER>
<EMAIL_ADDRESS>SAMPLE@VERSATERM.COM</EMAIL_ADDRESS>
<ACCESS_TO_CAD>Y</ACCESS_TO_CAD>
<ACCESS_TO_RMS>Y</ACCESS_TO_RMS>
<ADDED_DATE>2015-06-01</ADDED_DATE>
<ADDED_BY>SYSTEM</ADDED_BY>
<MODIFIED_DATE>2015-06-01</MODIFIED_DATE>
<MODIFIED_BY>SYSTEM</MODIFIED_BY>
</TOMBSTONE_GENERAL>
<TOMBSTONE_CAD>
  <CAD_PASSWORD>1234</CAD_PASSWORD>
  <CALL_TAKER_911>Y</CALL_TAKER_911>
  <CALL_TAKER>Y</CALL_TAKER>
  <DISPATCHER>Y</DISPATCHER>
  <REPORT_TAKER>Y</REPORT_TAKER>
  <DEFAULT_QUEUE>R</DEFAULT_QUEUE>
  <NOTIFY_USER>R</NOTIFY_USER>
  <WHICH_CAD>P</WHICH_CAD>
  <DEFAULT_PRINTER>MAIN</DEFAULT_PRINTER>
  <POLICE_SECURITY_GROUP>DP</POLICE_SECURITY_GROUP>
  <POLICE_COMM_CENTER_SUPERVISOR>N</POLICE_COMM_CENTER_SUPERVISOR>
  <POLICE_TABLE_MAINTENANCE>Y</POLICE_TABLE_MAINTENANCE>
  <POLICE_ADMINISTRATION>Y</POLICE_ADMINISTRATION>
  <FIRE_SECURITY_GROUP>DP</FIRE_SECURITY_GROUP>
  <FIRE_COMM_CENTER_SUPERVISOR>N</FIRE_COMM_CENTER_SUPERVISOR>
  <FIRE_TABLE_MAINTENANCE>Y</FIRE_TABLE_MAINTENANCE>
  <FIRE_ADMINISTRATION>Y</FIRE_ADMINISTRATION>
</TOMBSTONE_CAD>
<TOMBSTONE_DETAIL>
  <ADDRESS>123 S MAIN ST</ADDRESS>
  <CITY>SPRINGFIELD</CITY>
  <STATE>NY</STATE>
  <ZIP_CODE>11413</ZIP_CODE>
  <AREA_CODE>607</AREA_CODE>
  <TELEPHONE>123-4567</TELEPHONE>
  <SSN>123-45-6789</SSN>
  <GENDER>F</GENDER>
  <BIRTH_DATE>1975-06-01</BIRTH_DATE>
  <RACE>W</RACE>
  <HEIGHT>5'9" </HEIGHT>
  <WEIGHT>145</WEIGHT>
  <BIRTHPLACE>SPRINGFIELD</BIRTHPLACE>
  <MARITAL_STATUS>M</MARITAL_STATUS>
  <BILINGUAL>Y</BILINGUAL>
  <DRIVERS_LIC>AZ123123123</DRIVERS_LIC>
  <DRIVERS_CLASS>R</DRIVERS_CLASS>
  <MAILING_ADDR>123 S MAIN ST</MAILING_ADDR>
  <MAIDENNAME>SMYTH</MAIDENNAME>
  <NAME_CHANGED_DATE>2014-06-01</NAME_CHANGED_DATE>
  <PREVIOUS_SURNAME>BERRY</PREVIOUS_SURNAME>
  <PREVIOUS_GIVEN>HALLE</PREVIOUS_GIVEN>
  <MEDICAL>
    <INSURANCE_1>12345</INSURANCE_1>
    <INSURANCE_TYPE1>F</INSURANCE_TYPE1>
    <INSURANCE_2>67890</INSURANCE_2>
```

```
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PROCESS DIAGRAM



STEP DETAIL

#	Activity/work performed	By Whom	Reason	Notes
1	Triggers process at 0300 each day.	Mesa App Manager Enterprise Scheduler	Scheduled process	
2	Run SQL Query in HRM	Mesa's Pervasive Data Integrator		Looks for changes since last process ran

3	Output XML File	Mesa's Pervasive Data Integrator		
4/5	Transfer file to Versadex SFTP folder in AWS GovCloud	Mesa SFTP Process		
6	Versadex imports file and updates database	Versadex		
7	If the process fails send notification to Mesa POCs	Mesa Error Notifications	If error	Notifications method to be determined

CONFIGURATION

The following configuration settings are maintained by Versaterm and are required in order to compile and activate the interface.

File: \$VDXFILES/etc/SITE_SPECIFIC.CONFIG		
Setting	Details	
INTERFACES_DIRECTORIES	“versionnel/2.0 “ must be included in the INTERFACES_DIRECTORY setting in order for this interface to be compiled during the system build.	
Table: config_system		
Setting	Details	Value
rms.interfaces.versionnel_import.multi_duty	Determines whether only primary duty assignments are being sent over, or if all active duty assignments are being sent over. If set to Y, it means all active duty assignments are being sent and it will REPLACE all duty records for users.	Y
Cron Entry		
File	Details	
versionnel_import_ifc.sh	Scheduled Script that will ingest XML files from the receive directory	

COMMUNICATION

Communication could be via a shared directory using SFTP. The batch processing will be handled by file drop on the Versadex RMS server. The share name will be **CGI_Advantage**, which points to the following directory on the Versadex RMS server: **/usr2/vdxfiles/rms/vdxif/versionnel/receive**.

BUSINESS CONTINUITY / INTERFACE AVAILABILITY

This interface will be available regardless of which region and/or availability zone the cloud-based RMS is currently serving up the RMS. Should the cloud-based RMS move across availability zones and/or regions, the RMS will reconnect automatically to the shared folder/directory and process the files accordingly.

INTERFACE TESTING

These tests are intended to ensure the interface is accurate and complete. The following are descriptions of the tests to be performed for the specified interface functionality during the Functional Unit Test period.

FUNCTIONAL AND COMPLETENESS TESTING

This test is intended to ensure that updates to employee records from CGI Advantage HRM are updated appropriately in Versadex.

OPERATIONAL TESTING

This test comprises invoking a data transfer from CGI Advantage HRM to the agreed-upon shared directory and having Versadex process the file and update the appropriate records.

PERFORMANCE TESTSING

Response time will not be measured since external system response time may vary and is outside of the control of Versaterm.

EXCEPTION TESTSING

This test is intended to test how the system handles an Organization Code sent from the HRM that is not in Versadex. It will also ensure that the appropriate log file is created to identify the issue and to ensure the file that errored out is processed once the correction has been made.

RESPONSIBILITIES

CITY RESPONSIBILITIES

- Develop the SFTP file transfer mechanism to the specified directory on the Versadex RMS server.
- Provide the CGI Advantage HRM data according to Versaterm-supplied XML specifications.
Verification of the data transferred by this interface prior to installing on the production server.
- The City will be responsible for any effort required to translate and extract the necessary data from CGI Advantage HRM.
- Test the accuracy of the HRM data on the Versadex RMS, MDT and MRE to ensure accuracy of this interface.
- The City will be responsible for providing Versaterm with a list of Organizational Codes and descriptions or manually entering these codes and descriptions into Versadex.

VERSATERM RESPONSIBILITIES

- Install & test this program and configure it based on parameters supplied by the City (e.g. run frequency).
- Versaterm will provide the data field mapping documentation and review with the City prior to development.
- Provide a technical resource to support the City during the interface testing;
- Provide the necessary support for the go-live cutover of the interface.
- Create a log file or vMAIL when an organization code comes over from the HRM system that does not exist in the code table. (Log is accessed in \$VDXLOG/import_versonnel.log / vMAIL can be sent to specific RMS Handles designated by MPD).)

2.13 COPLINK INTERFACE

INTERFACE SCOPE

The Versadex COPLINK XML Interface supports the automated one-way transfer of data from the Versadex RMS to the COPLINK information sharing system. This section describes the scope and expectations of the Versadex COPLINK XML Interface.

PROCESS OVERVIEW

As information is entered or updated in the RMS, the RMS will automatically flag the event to be published to COPLINK.

At the configured frequency, the Versadex will invoke a process to identify those events that require publishing, process them and produce the appropriate COPLINK XML formatted file(s).

The XML files will remain on a file folder (directory) on the Versadex server or staging area where they can be consumed and/or transferred to City location.

SUPPORTED REPORT TYPES

The data associated to the Interface involves information that is collected by police law enforcement agencies, organized and categorized under different types of police reports.

Versaterm provides this data in the XML file format provided in samples and details below.

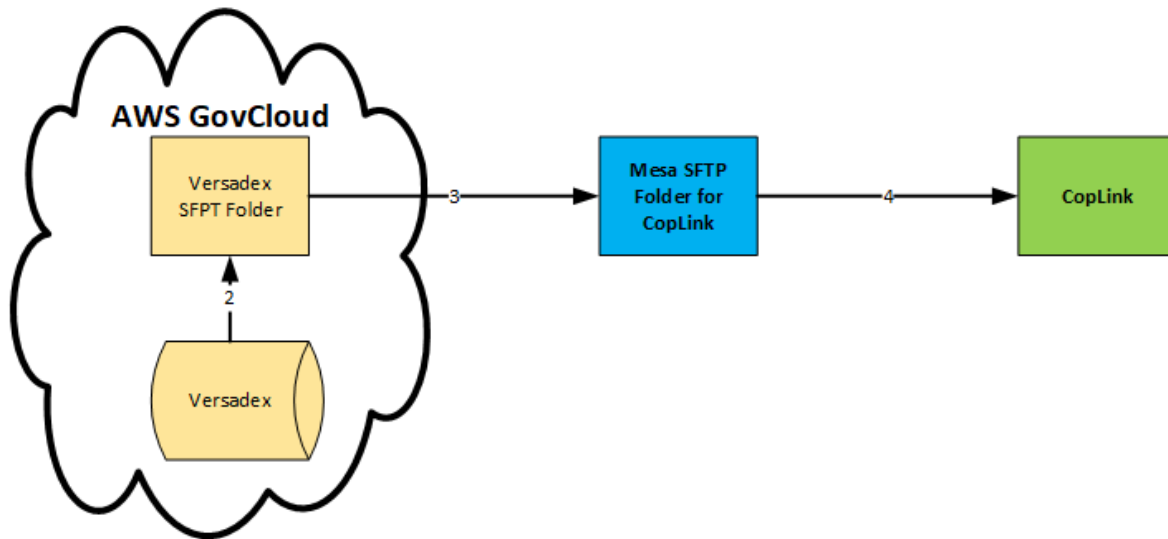
This mapping table outlines the equivalent terminology between both systems (COPLINK and Versadex) and identifies the types of police reports that will not be supported in this Interface.

COPLINK refers to police reports as “document” types. Versaterm refers to police reports as “event” types

COPLINK® Document Types	Versadex RMS Event Type
Arraignment	not supported
Booking	not supported
Citation	General Offense (where cited role 33 or 133 exists) + Tickets
Field Interview	Street Check report
Identification	not supported
Intel	not supported
Master Record	not supported
Miscellaneous Incident	not supported
Occurrence	Calls for service
Pawn Ticket	not supported
Permit	not supported
Report	General Offense report (arrest section exists for arrest info)
Stand Alone Arrest	not supported
Supervision	Criminal Description record (for criminal registrants)

Supplemental Report	not supported (included as part of the GO event type)
Traffic Collision	General Offense report with Accident detail page
Visitation	not supported
Warrant	not supported
Mugs	Mugshots and photos

PROCESS DIAGRAM



STEP DETAIL

Step #	Activity/work performed	By Whom	Reason	Notes
1	As data is entered / updated in RMS, it's flagged for COPLINK	Versadex		
2	XML files are generated and placed in the Versaterm RMS folder	Versadex		
3	On schedule, the XML files are SFTP'd to Mesa's COPLINK server/folder	Versadex		
4	On schedule, COPLINK grabs files from Mesa's COPLINK server/folder	COPLINK		

FREQUENCY AND FORMAT

On a scheduled basis (every 12 hours), the Interface logic extract new or updated data from the Versadex RMS into XML Schema files, where the case is not secured and is approved for Incidents, Incident Supplements, Accidents, Accident Supplements, Arrests, Field Contacts. The XML files are transferred to a specified secure location approved by the City and accessible from a specified server/folder (\\VMA11-PD\...).

EXPECTATIONS

The Versadex COPLINK XML Interface is expected to:

- Produce all supported report types from the Versadex RMS
- Produce incremental changes from a given point forward (to support adds, updates, & deletes)
- Produce documents modified in a given time frame or specific date range (for backward and forward fill capability)
- Support any document access control features the Versadex RMS (such as private or confidential reports) when the case is approved
- Support scheduled publishing of data between Versadex and COPLINK
- Versaterm will provide an error notification in the case of interface failure

COMMUNICATION

The City will provide formal authorization to Versaterm to publish the data to the 3rd party. Versaterm is responsible to provide the data through a secure transport mechanism (i.e. NIST / FIPS 140) providing the 3rd party supports such mechanism. Versaterm is not responsible to protect any data once published outside of the Versaterm environment.

INTERFACE TESTING

These tests are intended to ensure the interface is complete. The following are descriptions of the tests to be performed for the specified interface functionality during the Functional Unit Test period.

FUNCTIONAL AND COMPLETENESS TESTING

The functional tests include:

- Creating a test case within the Versadex RMS and confirm the data is represented in COPLINK.
- Add / Update reports and ensure the data is transferred.

OPERATIONAL TESTING

Operational tests include confirming that entered or updated data in the Versadex RMS is published at the configured interval and transferred to COPLINK.

The operational tests include:

- Ensure the added/updated data records are published at the configured time interval; and
- Ensure the data files are transferred to the appropriate location.

Note the City and COPLINK will need to confirm how often the data files are consumed.

PERFORMANCE TESTING

As this is a batch interface, there are no prescribed performance tests.

EXCEPTION TESTING

These tests consist of testing the interface to make sure data is transferred when there is a communication failure between the Versaterm RMS and the COPLINK server. Then, once the communication link is re-established, the queued data files are transferred.

RESPONSIBILITIES

CITY RESPONSIBILITIES

- The City of Mesa is responsible for participating in the testing and data validation process, in addition to providing timely and accurate feedback about any identified during testing and with respect to any other requests for feedback from Versaterm and the City, and input generally.
- The City is responsible for verifying the integrity of the data in the COPLINK system, immediately after the implementation of the Versadex COPLINK XML interface in production use.
- Ensure the City participation in the testing and data validation process and ensure the City provides timely and accurate feedback about any issues identified during testing, respond promptly to any other reasonable requests for feedback from Versaterm.
- The City will ensure the XML files sent/available for COPLINK.

VERSATERM RESPONSIBILITIES

- Versaterm is responsible for installing the COPLINK XML extract.
- Versaterm is responsible for implementing and testing the Interface which will then support the one-way transfer of extracted XML data from the pilot customer's Versadex RMS server to a specified secure location approved by the City.
- Versaterm is responsible for participating in the testing and data validation process, providing timely and accurate feedback about any issues identified during testing, providing timely and accurate feedback with respect to any other reasonable requests from the City, and for providing input regarding the project in general.

2.14 LINX INTERFACE

INTERFACE SCOPE

The Versadex LInX Interface supports and automated export of data from the Versadex RMS to be consumed by the Law Enforcement Information Exchange (LInX) data system. Versaterm has provided data unloads for LInX consumption at other sites and this ICD is based on the existing interface.

PROCESS OVERVIEW)

As information is entered or updated in the RMS, the RMS will automatically flag the event data for publishing. That is, whenever a report changes in the RMS, it becomes a candidate for publishing to LInX. The scheduled extract process will check for any candidates to be published and extract the data to the specified ASCII files.

At the configured frequency, the Versaterm RMS will invoke a process to identify those events that require publishing, process them and produce the data unload files.

The files are created in a designated folder (directory) and will be transferred to a City designated location (file folder) using a SFTP transfer mechanism, where the City will make the data files available to LInX so they may consume the data.

The format and methods described above have been implemented for the LInX interface at other Versaterm sites. Prior to installation and configuration of this interface, Versaterm will review the approach with the City and LInX contact, provided by the City.

SUPPORTED REPORT TYPES / METHODS

A scheduled task can be used to automate the publishing of reports and the format is a series of ASCII delimited files (1 per record type) linked through a primary/foreign key relationship, or similar.

The exported reports include:

- General Offense Reports
- Street Checks/Field Interviews
- Tickets (Citations)
- Arrests
- Calls-For-Service
- Property

Photos of related persons can also be included either in a separate JPG file or encoded within in a base64 format. Similarly, the narrative text portion of the reports can be unloaded in an XML document or encoded using base64. The decision for which method is to be used will be finalized prior to installation and configuration of the interface.

The City will be able to restrict publishing private (confidential) reports via a configuration option.

FREQUENCY AND FORMAT

On a scheduled basis, the Interface logic extracts new or updated data from the Versadex RMS into *.unl “pipe” (“|”) delimited files.

COMMUNICATION

The City will provide formal authorization to Versaterm to publish the data to the 3rd party. Versaterm is responsible to provide the data through a secure transport mechanism (i.e. NIST / FIPS 140) providing the 3rd party supports such mechanism. Versaterm is not responsible to protect any data once published outside of the Versaterm environment.

BUSINESS CONTINUITY

This interface will be available regardless of which region and/or availability zone the cloud-based RMS is currently serving up the RMS. Should the cloud-based RMS move across availability zones and/or regions, the RMS will reconnect automatically to the shared folder/directory and process the files accordingly.

INTERFACE TESTING

These tests are intended to ensure the interface is complete. The following are descriptions of the tests to be performed for the specified interface functionality during the Functional Unit Test period.

FUNCTIONAL AND COMPLETENESS TESTING

The functional tests include:

- Creating a test cases within the Versadex RMS and confirm the data is represented in LInX.
- Add / Update reports and ensure the data is transferred.

OPERATIONAL TESTING

Operational tests include confirming that entered or updated data in the Versadex RMS is published at the configured interval and transferred to the City (LInX) server.

The operational tests include:

- Ensure the added/updated data records are published at the configured time interval; and
- Ensure the data files are transferred to the City server.

Note the City and LInX will need to confirm how often the data files are consumed.

PERFORMANCE TESTING

As this is a batch interface, there are no prescribed performance tests.

EXCEPTION TESTING

These tests consist of testing the interface to make sure data is transferred when there is a communication failure between the Versaterm RMS and the LInX server. Then, once the communication link is re-established, the queued data files are transferred.

RESPONSIBILITIES

CITY RESPONSIBILITIES

- The City is responsible for participating in the testing and data validation process.
- The City is responsible for verifying the integrity of the data in the LInX system.
- The City will set up and maintain SFTP authentication between the servers, including firewall configuration, to support the file transfer process.
- The City is responsible to coordinate with LInX to consume the data extract files.

VERSATERM RESPONSIBILITIES

- Versaterm is responsible for installing the LInX (data unload) extract.
- Versaterm will configure the scheduled time to perform the extracts based upon City request.
- Versaterm is responsible for implementing and testing the Interface which will support the extracted file data on the RMS Server.
- Versaterm is responsible for developing and testing the SFTP script to transfer the files between servers (from RMS server to City (LInX) server).
- Versaterm will participate in the testing and data validation process.

2.15 IMAGEWARE MUGSHOT INTERFACE

INTERFACE SCOPE

This interface enables the storage of frontal mugshot images on the RMS server. The source of these images is the DPS ImageWare mugshot system in production at the MPD site. By storing copies of offender mugshots on the RMS server, Versadex RMS and MDT users are able to view mugshots without having to refer to the web-based DPS mugshot application. The process begins in the Versadex RMS with the entry of an Arrest & Booking and the data transfer described above in the AFIS/Livescan Interface. Included in the data transfer to the AFIS will be a common reference (tracking) number which will be the unique Arrest Booking Number. This number will be included in the mugshot transfer from ImageWare so that it can be appended to the proper record and in turn, the correct Criminal Description (CD) record in the RMS. The result of this linkage will be the ability for RMS and MDT users to view an offender's frontal mugshot when performing a Name, Arrest or CD query. Note: RMS can store multiple mugshots or a single mugshot, which can be configured by site.

This is the same interface that is operational for Tempe PD and Chandler PD.

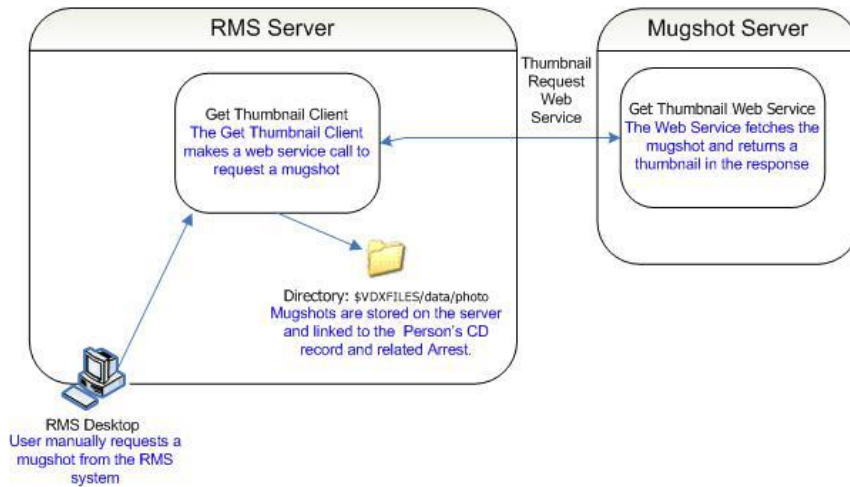
PROCESS OVERVIEW

Part 1 - Data to Mugshot System - The booking data transfer is accomplished by using XML (Extensible Markup Language) formatted file that will be sent to the Mugshot system as a parameter in a Web Service function call. It will transfer arrest/charge, person offender information. The Mugshot system will return a status of successful or unsuccessful.

Part 2 - Retrieving the Mugshot - Using the Versadex Arrest Booking Number as a reference, the DPS Imageware System will convey a frontal mugshot in JPEG format to a file location accessible to the Versadex RMS. The mugshot image will then be retrieved and moved to a permanent file storage location on the RMS server while a link to the appropriate RMS data record is made.

- When the officer completes the arrest in Versaterm RMS and hits the Request Mugshot button it requests a mugshot through the web service hosted on the mugshot system. (The same process happens when an RMS user requests a mugshot from the Criminal Description page)

The following diagram illustrates the process flow for Part 2 of this interface.



WEB SERVICE DEFINITION

Detailed information on the web service has been provided in a GetThumbnail WSDL. See the GetThumbnail.html in the Documentation folder for this detailed information.

CONFIGURATION

The following configuration settings are maintained by Versaterm and are required in order to compile and activate the interface.

Table: cr_config		
Setting	Details	Value
Mugshot	Configuration setting indicating if a mugshot interface is enabled	Y
File: \$VDXFILES/etc/webservices.cfg		
Setting	Details	
WSCMUGVERSION	The WSCMUGVERSION must be set in order for this interface to be compiled during the system build.	
File: \$VDXFILES/etc/Records.res		
Setting	Details	Value
rms.getthumbnailservice.url	The URL of the Mugshot Request web service	http://servername:port/service

COMMUNICATION

Communication for this interface is provided via web services on an agency defined port and can be connected via HTTP or HTTPS. All transactions defined in the Mugshot web services use two-way data transmission. A client will always initiate the communication by sending a request to a server and will wait for a response. Said response is sent by the server once the requested operation is completed. Requests and responses are also referred to as input and output messages respectively.

BUSINESS CONTINUITY / INTERFACE AVAILABILITY

This interface will be available regardless of which region and/or availability zone the cloud-based RMS is currently serving up the RMS. Should the cloud-based RMS move across availability zones and/or regions, the RMS will reconnect automatically to the shared folder/directory and process the files accordingly.

INTERFACE TESTING

These tests are intended to ensure the interface is complete. The following are descriptions of the tests to be performed for the specified interface functionality during the Functional Unit Test period.

FUNCTIONAL AND COMPLETENESS TESTING

The customer will verify that a mugshot can be retrieved from the DPS ImageWare Mugshot system and appended to the appropriate CD record for viewing from an RMS workstation or the MDT.

OPERATIONAL TESTING

RMS and MDT Queries will be executed to ensure that the correct mugshot is returned for the individual in question. Mugshots can be compared to those available in the DPS web mugshot system.

PERFORMANCE TESTING

Response time will not be measured since external system response time may vary and is outside of the control of Versaterm.

EXCEPTION TESTING

These tests consist of making the Versadex RMS and/or DPS ImageWare Mugshot system server temporarily unavailable, to ensure the transmission is generated and transferred to the DPS ImageWare Mugshot system once both components become available.

RESPONSIBILITIES

CITY RESPONSIBILITIES

- Ensure network access required to the DPS ImageWare mugshot server.
- Ensure the necessary program logic (supplied by ImageWare) to process the request files and return the JPEG mugshot.
- Coordinate resource availability with ImageWare or other 3rd parties as required.
- Obtain the necessary authorization from DPS to develop this interface.
- Test the mugshot display capability on the Versadex RMS and MDT to ensure accuracy of this interface.

VERSATERM RESPONSIBILITIES

- Develop/tailor the logic required to retrieve mugshots from the DPS ImageWare server.
- Provide a technical resource to support the City during the interface testing;
- Provide the necessary support for the go-live cutover of the interface.

2.16 LEXIS NEXIS ACCURINT INTERFACE

INTERFACE SCOPE

The Versadex Accurint XML Interface will support the automated one-way transfer of data from the Versadex RMS to the Lexis Nexis Accurint system. This section describes the scope and expectations of the Versadex Accurint XML Interface.

PROCESS OVERVIEW

As information is entered or updated in the Versadex RMS, the RMS will automatically flag the event to be published to Accurint.

At the configured frequency, the Versadex RMS will invoke a process to identify those events that require publishing, producing the appropriate Accurint XML formatted file(s) to submit to the Lexis Nexis Partner Web Service.

The Versaterm extract is a delete / add architecture. When an event is created or updated Versaterm send an update flag with updated data. Versaterm expects Lexis Nexis to delete the record if it exists and re-adds the updated data. If an event is created or updated as private, Versaterm sends a delete flag in the extract and no data. Versaterm expects Lexis Nexis to delete the record in its entirety. If the private flag is then removed from a private record Versaterm's extract sends an update flag with updated data. Versaterm expects that Lexis Nexis deletes the record if it exists and re-adds the updated data.

The extracted XML files are transferred from the RMS server to the Lexis Nexis Partner Web Service. Versaterm will own the responsibility of ensuring the quality and security of the data transferred from AWS. The City and Lexis Nexis will perform the necessary configurations on the 3rd party application to receive the XML data from Versaterm.

Versaterm will provide a notification in the event data has not been sent by the Versaterm system within the previous 48 hours.

COMMUNICATION PROTOCOL

The Versaterm RMS will call the Lexis Nexis Partner Web Service with an XML export of the data. Versaterm will conform to the XML specification provided by LexisNexis.

BUSINESS CONTINUITY

This interface will be available regardless of which region and/or availability zone the cloud-based RMS is currently serving up the RMS. Should the cloud-based RMS move across availability zones and/or regions, the RMS will reconnect automatically to the Lexis Nexis webservice to submit the XML files.

INTERFACE TESTING

These tests are intended to ensure the interface is complete. The following are descriptions of the tests to be performed for the specified interface functionality during the Functional Unit Test period.

FUNCTIONAL AND COMPLETENESS TESTS

This test is intended to ensure that when creating sample cases in the Versadex RMS that the Lexis Nexis data contains the data elements extracted.

OPERATIONAL TESTS

This test comprises invoking a data transfer from Versadex RMS to the Lexis Nexis Partner Web Service

PERFORMANCE TESTS

There are no performance tests associated with this interface.

EXCEPTION TESTS

These tests consist of making the Lexis Nexis webservice temporarily unavailable, to ensure the XML is generated and transferred to the webservice once it becomes available.

Adding a record in Versadex and securing it right away, to make sure the data is not being displayed in Accurint.

Adding a record in Versadex and sending the data to Accurint. After the data has been sent, secure the data in Versadex and verify the data has been removed from Accurint after the send.

RESPONSIBILITIES

CITY RESPONSIBILITIES

- The City of Mesa is responsible for participating in the testing and data validation process, in addition to providing timely and accurate feedback about any identified during testing and with respect to any other requests for feedback from Versaterm and the City, and input generally.
- The City is responsible for verifying the integrity of the data in the Accurint system, immediately after the implementation of the Versadex Accurint XML interface in production use.

VERSATERM RESPONSIBILITIES

- Versaterm is responsible for installing the Accurint XML interface.
- Versaterm is responsible for implementing and testing the Interface which will then support the one-way transfer of extracted XML data from the Versadex RMS to the Lexis Nexis provided Partner Web Service.
- Versaterm is responsible for participating in the testing and data validation process, providing timely and accurate feedback about any issues identified during testing.

2.17 SAGEM MORPHO AFIS/LIVESCAN INTERFACE

INTERFACE SCOPE

The purpose of this interface is to reduce entry effort and potential errors by transferring Arrest data from the Versadex RMS to the Livescan. This interface provides an export from the Versadex Arrest/Booking Module to the MPD SAGEM Morpho Livescan system. From the Livescan, the user will select the appropriate record and pre-fill the Livescan entry. Versaterm has developed such an interface for neighboring Agencies and is familiar with fields to be mapped to Livescan.

PROCESS OVERVIEW

Versaterm uses a proven approach in Arizona for this type of interface. The approach will use a data/file transfer that will be compliant with NEIM standards for an RMS to AFIS data transfer.

The Livescan machine will send a request message (Trigger is a button on the Livescan machine) to a “listener” process on the Versadex RMS. The request must contain the minimum arrest information needed to query the arrest (ex. Jurisdiction and arrest number/booking number) and RMS will return relevant entered information for that request.

Note- that as this data will be subsequently passed on to the ImageWare Mugshot system, the Livescan will accept a common tracking number (Versadex Arrest Number) so that the ImageWare can return a mugshot to the RMS. The Versadex Arrest Number is different from the PCN number and may need to be stored in a Livescan ‘user-defined’ field.

COMMUNICATION

This is a socket-based interface that listens for a request from the Livescan machine. The program reads the incoming message and responds with arrest related information. Messages are exchanged using the NIST format.

INTERFACE TESTING

These tests are intended to ensure the interface is complete. The following are descriptions of the tests to be performed for the specified interface functionality during the Functional Unit Test period.

FUNCTIONAL AND COMPLETENESS TESTING

This test is to ensure the successful transfer of Arrest & Booking data to the Livescan. Versaterm, MPD and SAGEM Morpho will confirm that all expected mapped data elements are transferred.

OPERATIONAL TESTING

This test involves the Customer entering Arrest and Booking data in the Versadex RMS, invoking the data transfer and being able to retrieve the file on the Livescan system.

PERFORMANCE TESTING

There are no performance tests applicable to this interface.

EXCEPTION TESTING

These tests consist of making the Versadex RMS and/or SAGEM Morpho server temporarily unavailable, to ensure the email is generated and transferred to the SAGEM Morpho once both components become available. Currently, Livescan has a limit of 40 Charges per Booking. MPD and Versaterm will need to come up with a process to accommodate and test this limitation.

RESPONSIBILITIES

CITY RESPONSIBILITIES

- Customer will review and confirm with SAGEM Morpho on the Versaterm-supplied field mapping and interface spec.
- Customer will be responsible for any additional services required on the part of SAGEM Morpho, should they need to develop or configure their respective portion of the interface to accept and process the arrest file.
- Customer will perform interface testing.

VERSATERM RESPONSIBILITIES

- Versaterm will develop (as necessary) and install the process to create the necessary communication channel between Versadex RMS and SAGEM Morpho Livescan machines. This may include shared directories, file transfers, and/or listener processes.
- Assist with interface testing

2.18 VMC TO VMC INTERFACE

INTERFACE SCOPE

The purpose of this interface is to allow two or more of Versaterm sites to query each other's RMS data including:

- Query Person (via an Agency checkbox on the Query Person form within the vRMS and vMDT)
- Query Vehicle (via an Agency checkbox on the Query Vehicle form within the vRMS and vMDT)

With appropriate links to view details including Agency (or Agency designator), person demographics, vehicle description, basic business information, events, text, mugshots, associates, etc.

Participating Agencies/Linkages:

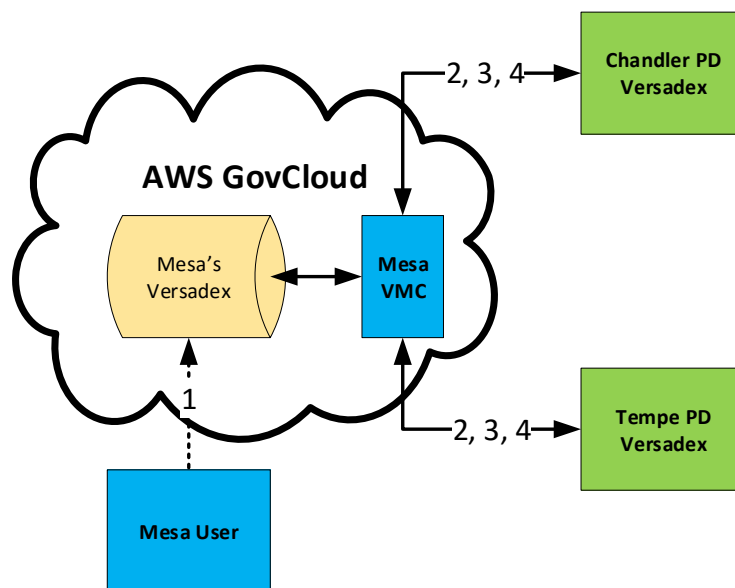
- Mesa Police Department -to- Chandler Police Department
- Mesa Police Department -to- Tempe Police Department

This interface is based upon network connectivity between the Versaterm Message Controllers (VMC) at each installation with the appropriate configuration.

PROCESS OVERVIEW

The queries from RMS or MDTs can be forwarded to the other agencies RMS based upon check boxes on the appropriate query forms. The VMC forwards the query to the remote VMC which in turns hands it over to the appropriate RMS and returns the response back to the originating VMC, which then routes the response back to the requester.

PROCESS DIAGRAM



STEP DETAIL

Step #	Activity/work performed	By Whom	Notes
1	User (RMS or MRE) includes the participating agency via search checkbox	RMS or MRE User	
2	Versadex includes the other agency's Versadex system in the search query	Versadex	
3	If a other Agency system has a match, that will be indicated to the user performing the search	Versadex	
4	If match, user has option of viewing additional details (events, text, mugshots, associates, etc.)	User/Versaterm	

INSTALLATION/CONFIGURATION INSTRUCTIONS

This interface leverages Versaterm standard input/output VMC plug-ins to support the necessary inter-VMC connectivity and message handling. Encrypted network connectivity is recommended and supplied by the sites (i.e. Cities and or PDs).

INTERFACE TESTING

These tests are intended to ensure the interface is complete. The following are descriptions of the tests to be performed for the specified interface functionality during the Functional Unit Test period.

FUNCTIONAL AND COMPLETENESS TESTING

This test is to ensure the successful transfer of Arrest & Booking data to the Livescan. Versaterm, MPD and SAGEM Morpho will confirm that all expected mapped data elements are transferred.

OPERATIONAL TESTING

This test involves the City and other partnering ("connected") agencies querying each other's RMS data and comparing responses to existing entity related data.

PERFORMANCE TESTING

There are no performance tests applicable to this interface.

EXCEPTION TESTING

These tests consist of making either RMS server temporarily unavailable, to ensure the query/results are processed once both components become available.

RESPONSIBILITIES

CITY RESPONSIBILITIES

- City will develop a MOU and obtain agreement between partnering agency(ies) on the intent/scope of this interface.
- City will ensure that partner agencies complete the necessary network communication required to allow traffic in/out to their VMC from Mesa's Cloud VMC.
- City will perform interface testing.

VERSATERM RESPONSIBILITIES

- Versaterm will configure (as necessary) and install the process to create the necessary query plugin for this interface to function for each partnering agency.
- Versaterm will enable the necessary checkboxes on the various query forms within the vRMS and vMDT.
- Assist with interface testing.

2.19 JUSTICETRAX LIMS INTERFACE

INTERFACE SCOPE

This interface is designed to provide a means to automatically attach an electronic copy of the final lab analysis report(s) (including DRE lab results on a PDF) to the General Offense Report on the RMS and send a notification to a handle that lets the officer know a lab report was generated for the specified case.

PROCESS OVERVIEW

An upload from the LIMS system to the RMS of the final lab report (per lab request). (*via file upload to RMS Server as a PDF, that will be attached to the associated Case*). This will also automatically generate a notification to the case officer and a “Handle” specified by MPD, so staff will know the Lab Results were added to the case.

DETAILED INTERFACE/COMMUNICATION OVERVIEW FOR EACH PART

Final Lab Analysis Report Upload

Once the lab has concluded its analysis of the property items or DRE BAC/toxicology tests, a copy of the final lab analysis report will be uploaded to the RMS from the LIMS server at MPD (the original PDF will remain on the LIMS server at MPD). The file will be a PDF and will be uploaded to the RMS server into the \$VDXRMSIF/LIMS/receive directory. Additionally, this would trigger a Notify transaction in the Versadex RMS Case Management to notify officers accordingly. To keep things simple and still be able to determine which case to link this PDF file to in the RMS, we will need a standard naming convention for this file that must include the RMS Case Number. The unique number portion will be left up to the LIMS side to assign in order to ensure that multiple reports for the same case number do not overwrite each other. The RMS will then use the portion before the dash (-) for the case number (characters 1-4 will be the year and the remainder as the case number). In order to keep the future option of a multijurisdictional RMS feasible, the case number will be prefixed by “MPD”.

We recommend using the convention of <jurisdiction>-<case number>-<unique number>-<descriptor>.pdf.
For example:

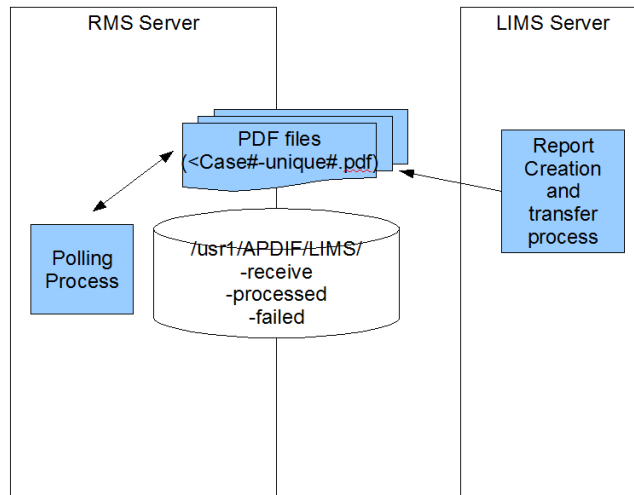
MPD-2018999999-123456-Forensics.pdf

Or a combination of RMS Case Number and MPD LIMS Case number:

MPD-2018999999-FSS051807-0058-0005.pdf

Processed files will be moved to the processed directory and failed files will be moved to the failed directory. The descriptor portion will be saved in the document description field of the attachment record in the RMS. If no descriptor is given, the documents description will be set to “LIMS LAB REPORT” by default. The document type code will be set to “CL” - Crime Lab.

OVERVIEW DIAGRAM



EXCEPTION HANDLING

- The LIMS system will be responsible for handling PDF files that fail to generate.
- PDF files that fail to get attached to a case will be moved to the failed directory, an error log will be generated in the interface log, and a workflow notification will be sent to a handle specified by MPD.

AUDITS

Since the Web Services portion will be running through the core RMS application functions, the built-in query logging mechanism will provide the audits for users configured for query logging. For the item transfer portion of the interface, the Evidence Continuity records themselves provide the audits on the item transfers to and from the Lab.

BUSINESS CONTINUITY / INTERFACE AVAILABILITY

This interface will be available regardless of which region and/or availability zone the cloud-based RMS is currently serving up the RMS. Should the cloud-based RMS move across availability zones and/or regions, the RMS will reconnect automatically to the shared folder/directory and process the LIMS files accordingly.

INTERFACE TESTING

These tests are intended to ensure the interface is complete. The following are descriptions of the tests to be performed for the specified interface functionality during the Functional Unit Test period.

FUNCTIONAL/OPERATIONAL TESTING

- The customer will verify that the PDF upload is functioning correctly;
- By verifying that the final analysis report(s) related to property and/or DRE were successfully uploaded to RMS and associated to the appropriate Case/Item/Entity and the pdf file is able to be successfully viewed in the system

EXCEPTION TESTING

These tests consist of making the Versadex RMS and/or JusticeTrax LIMS-plus server temporarily unavailable, to ensure the PDF is generated and transferred to the RMS servers once both components become available.

RESPONSIBILITIES

CITY RESPONSIBILITIES

- Ensure network access required to the JusticeTrax LIMS-plus server.
- Ensure the necessary program logic (supplied by JusticeTrax) to process the result files and return the PDF.
- Coordinate resource availability with JusticeTrax or other 3rd parties as required.
- Obtain the necessary authorization from JusticeTrax to develop this interface.
- Test the LIMS Interface for functionality and completeness.

VERSATERM RESPONSIBILITIES

- Versaterm will develop and test the generation and transfer of notifications for both processed and failed attachments for this interface.
- Provide a technical resource to support the City during the interface testing;
- Provide the necessary support for the go-live cutover of the interface.

3 OUT OF SCOPE INTERFACES

The following Interfaces were determined to be out of scope for the project.

3.1 BRAZOS TICKETING INTERFACE

The Brazos ticket interface is no longer required due to the Mesa PD decision to move to Versaterm Ticketing for this implementation.

3.2 QUETEL PROPERTY AND EVIDENCE

The QueTel Interface is no longer required due to the Mesa PD decision to move to Versaterm Property and Evidence for this implementation.

3.3 INTERFACE DEVELOPERS TOOLKIT/OPEN DATA

Versaterm is proposing internals/database training for this project that will enable Mesa PD to access the Versaterm RMS data for use in other programs and initiatives.

3.4 REPORTING

Versaterm is proposing internals/database training for this project that will enable Mesa PD to access the Versaterm RMS data for use in creating their own reports.

3.5 MARICOPA COUNTY ORDER OF PROTECTION, MENTAL HEALTH ORDERS AND RESTRAINTS

This query interface was determined to no longer be required for the initial RMS project. It may be determined at a later date to be an add on interface.

3.6 DOCUMENT MANAGEMENT

The FileNet Document Management interface is no longer required due to the Mesa PD decision to utilize Versaterm RMS as the system of Record for police data.

EXHIBIT A.4

DATA CONVERSION PLAN

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OVERVIEW

The City intends to convert data from the following legacy data sources into the Versadex RMS:

Phase 1 (pre Go-Live)

- Criminal Description/Master Name Index from iLeads RMS with Mugshots (All that have a Bureau #, FBI #, or SID #)
- All people with a Flag or Caution record (defined below)
- Current Active Cases and 24 months closed from iLeads RMS including Crash reports and case management information
- All Arrests from iLeads RMS
- All Property/Evidence from the Que Tel System and iLeads (exception: no digital evidence from QueTel)
- Field Contacts/Interviews from iLeads RMS with GMIC cards and 6 months of other Field Interviews

Phase 2 (post Go-Live within 6 months)

- The rest of the Cases, Crashes and Field Interviews from iLeads
- Civil Papers from iLeads RMS
- Bike Registration from iLeads RMS
- Gang and Gang Members from iLeads RMS
- Citations

The overall data conversion process involves an iterative testing process (to validate data integrity), prior to performing the final data conversion run.

In summary, the City will convert data from its legacy databases into files (conforming to Versaterm's conversion file layout specifications) to be loaded into the Versadex RMS conversion database (for data validation purposes). Versaterm will perform the initial conversion runs, after which the City will review the warning/error reports, verify the quality and field mapping of the converted data and make any required corrections to the legacy data sources. Versaterm will train the City on how to run the Versadex RMS conversion load programs and how to reset the Versadex RMS conversion database, for the purpose of performing multiple data conversion iterations, which the City will perform. Just prior to the cutover to live operations, Versaterm will execute the final data conversion run.

Refer to the Statement of Work for specific Versaterm and City responsibilities.

1 DATA CONVERSION STEPS

This section presents details for the specific tasks associated with converting the City's legacy data into the Versadex RMS.

1.1 DATA SOURCE REVIEW

The City will provide Versaterm with the list of data tables used in each of its legacy databases, including a description of the data elements in each table, and an approximation of the number of records it intends to convert.

In addition, the City will provide Versaterm with sample extracts from each of the legacy databases, allowing Versaterm to review the data elements and contents with the City. This activity may also require the review of the legacy systems and their data entry forms.

The purpose of this exercise is to review and confirm the Data Conversion Plan for all of the legacy data sources.

1.2 FIELD MAPPING SESSIONS

Versaterm will facilitate field mapping sessions for each data type (Incident, MNI, etc.), at least one on-site, with the City's Data Conversion Team (designated members of the City that will handle the technical activities associated to the data conversion). The field mapping session will involve a detailed review of how the legacy data records and fields map to the Versaterm data structures.

During the field mapping sessions, Versaterm and the City's Data Conversion Team will identify and compare the legacy fields to their equivalent fields in the Versadex RMS, including the need to map coded field values from the legacy systems to its equivalent code values in the Versadex RMS (which the City's Project Team will be configuring during the Configuration Phase.)

Versaterm will provide the City with Versaterm's data conversion file layout specifications along with the Versadex RMS conversion load and reset programs. Versaterm will also describe the data integrity rules built into the Versadex RMS application (i.e. name matching algorithm, etc.). As part of the field mapping sessions, Versaterm will also review with the City's Data Conversion Team on how the legacy data will be validated during the data conversion load process and how the data will be stored within the Versadex RMS conversion database (generating the necessary linkages).

After the mapping sessions, Versaterm will provide guidance and assistance to the City as it transforms the Legacy Databases into Versaterm XML file formats and ensures that legacy field values map to a Versadex-supported code. As part of the transformation, the City will perform any necessary re-mapping of field values (e.g., changing a legacy system code for hair color to a System-supported code – W may become WHI, for white, for example).

1.3 INITIAL DATA EXTRACTION AND LOADING

For the initial data conversion test runs, the City will provide Versaterm with extract files containing sample data sets of the legacy data to test that the files conform to each conversion load program's specifications.

Once the City's Data Conversion Team is ready to test their sample extract files, the City will place the files in the designated directory on the Versadex RMS server (in the Test/Development Environment), where the files are expected by Versaterm's data conversion load programs.

Versaterm will perform the initial data conversion test runs using the Versadex RMS conversion load and reset programs, and will provide the City with feedback if the initial test runs fail the basic technical validation checks (for example, the programs will fail if the XML structure is invalid).

Assuming the files pass the technical validation checks, Versaterm will provide the City with the warning/error reports produced by the conversion load programs. The City will also be able to verify the integrity of the legacy fields converted in the Versadex RMS fields. The City's Data Conversion Team will then make the required corrections to their extract programs, based on the warning/errors reports and/or the validation of converted information in the Versadex RMS.

1.4 DATA EXTRACTION AND LOADING ITERATIONS

In order for the City's Data Conversion Team to repeatedly test and correct their legacy data extracts, Versaterm will train the City's Data Conversion Team on how to run the Versadex RMS conversion load programs and how to reset the Versadex RMS conversion database.

The City's Data Conversion Team will perform subsequent conversion test runs using the Versadex RMS conversion load and reset programs. The City's Data Conversion Team will then make the required corrections to their extract programs, based on the warning/errors reports and/or the validation of converted information in the Versadex RMS, until the converted data achieves an acceptable level of warnings/errors as determined by the City and Versaterm. In addition, the City's Project team is expected to be part of the data integrity verification of converted data, providing feedback to the City's Data Conversion Team.

To assist the City's Data Conversion Team with this iterative process, if needed, Versaterm will provide snapshot and reset programs that can be used to reset the entire Versadex RMS conversion database to a preconfigured state (snapshot) between data conversion runs.

1.5 FINAL DATA CONVERSION LOAD

Once the City's Project Team is satisfied with the completeness of the data conversion test runs by the City's Data Conversion Team, Versaterm will schedule and perform the final data conversion load into the Production RMS database. The final data conversion load will occur and MPD Data Conversion team will review accuracy of the data prior to the cutover to Production Use.

2 RMS DATA CONVERSION LOAD PROGRAMS

This section outlines each of the Versadex RMS data conversion load programs that are required for this Project, and the order in which they must be run.

2.1 PHASE I

2.1.1 MASTER NAME/CRIMINAL DESCRIPTION CONVERSION

The goal of this data conversion is to convert names from the legacy system into the Versadex RMS Master Name Index (MNI) and Criminal Description (CD) (i.e. Rap Sheet) records (where each person will have one CD record).

This data conversion program requires that a unique person identifier be provided for each person. The rules for building the MNI and merging names will be discussed and determined as part of the data source review process.

The following name records are planned to be included in the conversion:

- All that have a Bureau #, FBI #, or SID #
 - All name records that have an alert of: (Mesa to determine Flag vs. Caution)
 - Assault Officer
 - Suicidal (combine Suicidal and Attempted Suicide)
 - Buccal Swab
 - Sex Offender (combine Sexual Offender, Child Sexual Abuser, Molester, and Pornographer)
 - Contagious Disease
 - Escape Risk
 - Military Experience (combine Veteran and Former Military Police)
 - Law Enforcement Experience
 - GMIC
 - Gun(s) On Person
 - Gun(s) in Residence
 - Gun(s) in Vehicle
 - Heart Condition
 - Mental Condition
 - Pacemaker
 - Wanderer
 - Diabetic
 - Epilepsy
 - Knife on Person
 - Knife in Vehicle
 - Martial Arts Expert
 - Prohibited Possessor
 - Threaten Officer

- Violent Tendencies
- Armed and Dangerous
- All Alias records associated with the above Name Records

These records for may have associated mugshots and/or electronic attachments included in the conversion.

2.1.2 GENERAL OFFENSE CONVERSION

The goal of this data conversion is to convert incident/case data into the system as general offense reports along with related text, detail pages, associated persons, businesses, vehicles and unidentified persons. As associated names are converted, the process will attempt to match with any existing names in the MNI. The matching algorithm is adjusted during the data conversion testing to provide the most accurate MNI possible.

A follow up conversion will be run to create follow up assignments and associated case management entries for currently assigned cases.

All I/Leads incidents that are active or within the previous 24 months are planned to be included in the conversion. The remaining incidents are planned for Phase 2 of data conversion. These records for may have electronic attachments included in the conversion.

2.1.3 ARREST CONVERSION

The goal of this data conversion is to convert arrest data into the system as arrest reports along with related text, detail pages, associated persons, and vehicles. As associated names are converted, the process will attempt to match with any existing names in the MNI. The matching algorithm is adjusted during the data conversion testing to provide the most accurate MNI possible.

All I/Leads Arrests are planned to be converted. These records for may have electronic attachments included in the conversion.

2.1.4 PROPERTY DATA CONVERSION

The goal of this data conversion is to convert in-custody property items currently managed by the Property room personnel into the Versadex RMS Property subsystem.

Property reports (and its related items) will be converted and linked to General Offense report, if a case number is provided. The link to the General Offense report is a "soft-link", meaning that the report does not necessarily have to exist in the Versadex RMS. Property owner is also converted.

For each property report and each item, a status is converted (recovered, found, seized, etc.). Property items are categorized into the eleven (11) supported system property categories (articles, firearms, securities, alcohol, bicycles, boats, motors, drugs, jewelry, miscellaneous and vehicles) and NCIC-coded within each category.

For each property item, a storage control record will be created to record the item's current location (or disposition details), assuming this information is provided from the legacy system(s). If the item is in-custody, the item's

current location will be saved, and if the item was previously disposed, the item's disposal information will be saved.

All active QueTel and iLeads Property and Evidence records are planned to be included in this conversion as well as all Sex Kits regardless of status. These records for may have electronic attachments included in the conversion.

2.1.5 FIELD INTERVIEW CONVERSION

The goal of this data conversion is to convert field interview data into the system as field interviews along with related text, detail pages, associated persons, businesses and vehicles. As associated names are converted, the process will attempt to match with any existing names in the MNI. The matching algorithm is adjusted during the data conversion testing to provide the most accurate MNI possible.

All I/Leads field Interviews including all Gang Member Information Cards (GMIC) are planned to be converted. These records for may have electronic attachments included in the conversion.

2.1.6 CRASH/ACCIDENT CONVERSION

The goal of this data conversion is to convert crash/accident data into the system as general offense reports along with related text, detail pages, associated persons, businesses, vehicles and unidentified persons. As associated names are converted, the process will attempt to match with any existing names in the MNI. The matching algorithm is adjusted during the data conversion testing to provide the most accurate MNI possible.

Optionally, the follow up conversion may be run to create follow up assignments and associated case management entries for currently assigned cases.

All I/Leads crash data within the previous 24 months are planned to be included in the conversion. The remaining crash related incidents are planned for Phase 2 of data conversion. These records for may have electronic attachments included in the conversion.

2.2 PHASE II

2.2.1 ADDITIONAL CASES

Additional Cases (General Offenses), Crashes and Field Interviews as defined above.

2.2.2 CIVIL PAPER CONVERSION

The goal of this data conversion is to convert civil paper data into the system as civil papers along with related text, detail pages, associated persons and businesses. As associated names are converted, the process will attempt to match with any existing names in the MNI. The matching algorithm is adjusted during the data conversion testing to provide the most accurate MNI possible.

All civil papers in iLeads RMS are planned to be converted. These records for may have electronic attachments included in the conversion.

2.2.3 BIKE REGISTRATION CONVERSION

The goal of this data conversion is to convert bike registration data into the system as bike registrations along with related text, detail pages, and associated persons. As associated names are converted, the process will attempt to match with any existing names in the MNI. The matching algorithm is adjusted during the data conversion testing to provide the most accurate MNI possible.

All bike registrations in iLeads RMS are planned to be converted. These records for may have electronic attachments included in the conversion.

2.2.4 GANGS AND GANG MEMBER CONVERSION

The goal of this data conversion is to convert gang and gang member data into the system as gangs and gang members along with related text and detail pages. As associated names are converted, the process will attempt to match with any existing names in the MNI. The matching algorithm is adjusted during the data conversion testing to provide the most accurate MNI possible.

All gangs and gang members in iLeads RMS are planned to be converted. These records for may have electronic attachments included in the conversion.

2.2.5 CITATIONS

The goal of this data conversion is to convert citations data into the system as citations along with related data, associated persons, and vehicles. As associated names are converted, the process will attempt to match with any existing names in the MNI. The matching algorithm is adjusted during the data conversion testing to provide the most accurate MNI possible.

All Citations in iLeads RMS are planned to be converted. These records for may have electronic attachments included in the conversion.

EXHIBIT A.5

ACCEPTANCE TEST PLAN

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OVERVIEW

This Schedule describes the parameters involved in the Acceptance Test Plan which will be used per the Agreement and Statement of Work. The Acceptance Test Plan involves five (5) types of acceptance tests:

- Interface Integration Testing
- Data Conversion Testing
- Functional Unit Testing
- System Performance Testing
- Reliability Acceptance Testing

The procedures to conduct each type of acceptance test are documented within each test plan (below). The City has the primary responsibility of conducting the Acceptance Tests, where Versaterm will support and assist the City as required.

1 INTERFACE INTEGRATION TESTING

1.1 OBJECTIVES

The purpose of Interface Integration Testing is to demonstrate and verify that all interfaces specified in the Interface Control Document meet or exceed the functionality and performance expectations, and that each interface is operational and ready for Functional Unit Testing.

The process of testing the interfaces also provides the City with the knowledge necessary to complete the Functional Unit Testing for each interface.

1.2 STRATEGY

As each interface is developed and installed, Versaterm will remotely assist the City's Project Team with performing testing.

Versaterm will demonstrate each interface to City personnel to confirm that it adheres to the specifications documented in the Interface Control Document. The City personnel will test and verify the results.

Errors will be tracked and remedied.

1.3 SCHEDULE

The Interface Integration Test is formally scheduled for five (5) Business Days and will be conducted in accordance with the Project Schedule. However, individual interfaces are expected to be tested as they are ready during the Interface Development and Testing task. The Interface Integration Test period may be extended beyond the initial five (5) Business Days if there are confirmed discrepancies that prevent the Interface Integration Test from being completed successfully within the initial five (5) Business Days.

1.4 DEPENDENCIES

Integration Testing has the following dependencies:

- Install the Production Environment in the Cloud
- Develop and install interfaces.
- Configure the Application Software.
- For each interface that involves another application/system, a test/development system to which the Versadex system can connect must be available, or a plan must be in place to enable the required testing.

1.5 SERVER ENVIRONMENT

Interfaces will be tested in the Cloud Production Environment prior to the System being used for Production Use. After cutover to Production Use, any interface not previously tested will be tested in the Development/Test Environment prior to being installed in the Production Environment for final testing.

1.6 PROBLEM TRACKING AND REMEDIES

Each discrepancy/issue will be documented in City's SharePoint Issues List.

Within ten (10) Business Days of finding and documenting a discrepancy that can be classified as Level 1, 2, or 3 per the definitions in Exhibit C – Annual Subscription Support Terms, Versaterm will correct the issue and then request, in writing, that the City retest the interface.

The City shall repeat the failed Interface Test within ten (10) Business Days of receipt of Versaterm's written request and shall advise Versaterm, in writing, of the results within five (5) Business Days of the test's completion.

Discrepancies that are classified as a Level 4 Error will not prevent the Integration Test from being successfully completed.

1.7 COMPLETION CRITERIA

Integration Testing will be considered successfully completed when all of the following criteria are met:

- The City has verified that all interfaces operate as specified in the Interface Control Document
- The City's Project Team and other select City staff are sufficiently trained to be able to administer, manage, and fully use each Interface.

1 DATA CONVERSION TESTING

1.1 OBJECTIVES

The purpose of Data Conversion Testing is to demonstrate and verify that the data conversion trial runs were successful, and therefore provide confidence that the final data conversion will also be successful.

1.2 STRATEGY

The Data Conversion Testing occurs during the Configuration Phase of the implementation as conversion portions (MNI, Incidents, etc.) are completed. Tests will include the comparison of legacy data to converted data.

The Acceptance Test Plan (Exhibit A.5) provides details regarding the strategy, schedule, dependencies, environment, problem tracking and remedies, and completion criteria.

1.3 SCHEDULE

The Data Configuration Test is formally scheduled for eighteen (18) Business Days and will be conducted in accordance with the Project Schedule. However, individual conversions are expected to be tested as they are ready during the Data Conversion task. The Data Conversion Test period may be extended beyond the initial timeframe if there are confirmed discrepancies that prevent the Data Conversion Test from being completed successfully within the initial timeframe.

1.4 DEPENDENCIES

Data Conversion Testing has the following dependencies:

- Configuration Workshop #1
- Data Conversion development and field mapping sessions

1.5 SERVER ENVIRONMENT

Converted data will be tested in the Cloud Production Environment prior to the System being used for Production Use. After cutover to Production Use, any conversion not previously tested will be tested in the Development/Test Environment prior to being converted into the Production Environment for final testing.

1.6 PROBLEM TRACKING AND REMEDIES

Each discrepancy/issue will be documented in Mesa's SharePoint Issues List.

1.7 COMPLETION CRITERIA

Data Conversion Testing will be considered successfully completed when all of the following criteria are met:

- City Data Conversion Team has completed the iterative process of testing their extract programs and verifying the data in the Versadex RMS.

2 FUNCTIONAL UNIT TESTING

2.1 OBJECTIVES

The purpose of Functional Unit Testing is to verify that the fully configured System, including the interfaces specified in the Interface Control Document, meet the functional requirements described in the Agreement.

2.2 STRATEGY

Functional Unit Testing will involve the testing of end-to-end scenarios and components (prepared by the City and the interfaces documented in Interface Control Document).

The City will determine the level of testing required to verify to its satisfaction that the System meets its functional requirements. The City is responsible for preparing the Functional Unit Testing plan and scripts and providing a copy of its test plan and scripts to Versaterm at least ten (10) Business Days before conducting Functional Acceptance Testing. The City is also responsible for creating any data files required for the testing.

The City will conduct Functional Unit Testing with remote support from Versaterm. During Functional Acceptance Testing, Versaterm will be immediately available to answer questions and address any issues. Errors will be tracked and remedied.

2.3 SCHEDULE

The Functional Unit Testing period should not exceed ten (10) Business Days and will begin according to the mutually agreed upon Project Implementation Schedule and after Versaterm has provided the City with written notice that the System is ready for Functional Acceptance Testing. If the City does not believe the System is ready for the Functional Acceptance Test, it will provide the reasons in writing to Versaterm within ten (10) Business Days of receipt of Versaterm's notification.

The Functional Unit Testing period may be extended if there are confirmed defects that prevent the Functional Acceptance Test from being completed successfully. Functional Unit Testing must be successfully completed before Ready for Use (RFU) can be declared, and before Versaterm-delivered Train-the-Trainer training and End-User training can commence.

2.4 DEPENDENCIES

Functional Unit Testing has the following dependencies:

- Production Environment Infrastructure available in the cloud
- Integration Testing completed
- Geofile loaded
- Validation tables populated
- [Phase 1](#) Data conversion completed (except for Final Data Conversion prior to System Cut-Over)

- Workflows configured
- For each Interface that involves another application/system, a test/development system to which the Versaterm system can connect must be available, or a plan must be in place to enable the required testing

2.5 SERVER ENVIRONMENT

The Functional Acceptance Tests will be conducted in the Production Environment prior to the System being used for Production Use.

2.6 PROBLEM TRACKING AND REMEDIES

The City will document each discrepancy between observed functionality and Agreement Specifications. The City will provide, in writing, a list of the discrepancies and defects to Versaterm. The City and Versaterm Project Managers will mutually agree on the classification of each defect according to the definitions in Exhibit C – Annual Subscription Support Terms.

Each discrepancy/issue will be documented in City's SharePoint Issues List.

Within ten (10) Business Days of receiving written notification of Functional Unit Testing discrepancies, Versaterm will either:

- Correct confirmed defects that prevent Functional Unit Testing from being completed successfully and then request, in writing, that the City repeat the failed Functional Unit Testing component(s) that resulted in the defects; or
- Provide a mutually agreeable solution to confirmed defects consisting of either a future System patch correction that will be installed at a mutually agreeable time period, or a mutually agreeable workaround.

Versaterm must remedy all defects classified as Level 1 or Level 2 Errors before Functional Unit Testing is completed and training begins. The City and Versaterm Project Managers will mutually agree on any Level 3 Errors that must be remedied before training begins, Production Use occurs, or Final System Acceptance, and which can be remedied in a future release. Errors are defined in Exhibit C – Annual Subscription Support Terms.

Defects that are classified as a Level 4 Error will not prevent the Functional Acceptance Test from being successfully completed. However, all defects will be documented and reported to Versaterm, and Versaterm will provide a schedule and/or mitigation procedure for all reported defects.

The City shall repeat the failed Functional Unit Testing within ten (10) Business Days of receipt of Versaterm's remedy for an error, and shall advise Versaterm, in writing, of the results within five (5) Business Days of the test's completion.

2.7 COMPLETION CRITERIA

Functional Unit Testing will be considered successfully completed when all of the following criteria are met:

- The System and Interfaces have been verified by the City to operate as specified in the Agreement.
- Versaterm has remedied all defects classified as Level 1 or Level 2 Errors and Versaterm and the City have mutually agreed upon the remedy for all Level 3 and Level 4 Errors.

3 SYSTEM PERFORMANCE TESTING

3.1 OBJECTIVES

The purpose of the System Performance Test is to demonstrate that the System adheres to the performance standards defined in Exhibit A.8 System Performance and Availability Standards.

If the City chooses to conduct the System Performance Test, the City will conduct it prior to Train-the-Trainer training and again during the Reliability Acceptance Test Period, where the City will determine the level of testing required to verify to its satisfaction.

3.2 STRATEGY

The System Performance Test will include testing individual functions as well as workflows. Versaterm will support the City's System Performance Test as required. The City will designate the workstations from which performance will be measured.

Measurement of response times will be based on the transaction response times defined in Exhibit A.8 System Performance and Availability Standards Exhibit. When measuring system performance thresholds for Application Software conformance, no system or database backups will be processed. Noted deviations from the performance standards will be tracked and remedied.

The following sections describe specific details for the System Performance Test.

3.3 PRE-TRAINING PERFORMANCE TESTING

The City can employ Third Party performance testing tools of its choice to generate a series of automated transactions representing the maximum workload anticipated for the System, or the City can use manual methods to enter transactions and time system response. The City will be responsible for the provision and configuration of any Third-Party testing tools that will be used during the System Performance Test.

At least thirty (30) calendar days prior to the start of the System Performance Test, the City will provide Versaterm with a plan for how it will conduct the tests. The City's plan, which Versaterm will review and approve, will list the commonly-used System transactions and programs that will operate in the background during the System Performance Test, as well as the method that will be used to test the various types of transactions. The plan will also include any scripts and/or a description of any Third-Party testing tools that will be used.

3.4 POST-CUTOVER PERFORMANCE TESTING

During the Reliability Acceptance Test, the City can employ Third Party tools or manual methods to time system response to transactions and workflows. Because the system will be live, Third Party performance testing tools to generate automated transactions are not appropriate.

If the System's performance standards contained within Exhibit A.8 System Performance and Availability Standards Exhibit are not achieved during the System Performance Test, the City and Versaterm will work together to determine whether the cause is the System infrastructure, network, or Application Software. If the Parties agree that the cause is the Application Software, Versaterm will affect the changes needed to meet the response times contained within the Agreement and the System Performance Test will be repeated.

Additionally, Versaterm will participate in collaborative discussions on how to reach the desired performance metrics even if the agreed upon cause(s) exclude the Application Software, however; the successful completion of the System Performance Test will not be affected by non-Application Software-related issues.

3.5 SCHEDULE

The System Performance Testing is expected to last up to five (5) Business Days and will be conducted in accordance with the Project Schedule. The City will conduct System Performance Testing prior to Train-the-Trainer training and again during the Reliability Acceptance Test Period.

3.6 DEPENDENCIES

The System Performance Test has the following dependencies:

- Successful completion of the Functional Acceptance Test.
- The specific details and testing methods have been mutually agreed upon by the Parties.

3.7 SERVER ENVIRONMENT

The System Performance Test will be conducted on the Production Environment.

3.8 PROBLEM TRACKING AND REPORTING

The City will document in writing and immediately notify Versaterm of any observed deviations from the performance standards. The City and Versaterm will work together to determine whether the cause is the Cloud System infrastructure, network, or Application Software. If the Parties agree that the cause is the Application Software, Versaterm will affect the changes needed to meet the response times contained within the Agreement and the System Performance Test will be repeated. During the Reliability Acceptance Period, deviations from the performance standards will be classified as either Level 1 or Level 2 Errors, and the Reliability Acceptance Test will stop per the remedies outlined.

Although the successful completion of the System Performance Test will not be affected by non-Application Software-related issues, Versaterm will participate in collaborative discussions on how to reach the desired performance metrics even if the agreed upon cause(s) exclude the Application Software.

3.9 SYSTEM PERFORMANCE TEST COMPLETION CRITERIA

The System Performance Testing is considered complete when Versaterm has remedied all deviations from Performance Standards attributed to Application Software, and the City has notified Versaterm that it has completed the System Performance Test.

4 RELIABILITY ACCEPTANCE TESTING

4.1 OBJECTIVES

Reliability Acceptance Testing ensures that the System continues to operate according to the specifications contained within the Agreement for thirty (30) consecutive calendar days after the System cutover to Production Use.

4.2 STRATEGY

After cutover to Production Use, the System will undergo a thirty (30)-day test period. The City will use the System for its intended purposes and monitor system reliability, functionality, and performance. Errors will be tracked and remedied.

4.3 SCHEDULE

Reliability Acceptance Testing begins immediately following System cutover to Production Use. It ends when the System operates at an availability level of 99.99% for thirty (30) consecutive days without a Level 1 or Level 2 Error, and the City and Versaterm have mutually agreed upon a plan to remedy Level 3 and Level 4 Errors.

4.4 DEPENDENCIES

Reliability Acceptance Testing is dependent on the System being enabled for Production Use.

4.5 SERVER ENVIRONMENT

Reliability Acceptance Testing will be conducted in the Production Environment in the Cloud.

4.6 PROBLEM TRACKING AND REMEDIES

The City will use the System for its intended purpose and monitor the System for defects, as defined in Exhibit C – Annual Subscription Support Terms. The City will document in writing and report to Versaterm any encountered System defects. The City and Versaterm Project Managers will mutually classify each defect according to the definitions in Exhibit C – Annual Subscription Support Terms.

The City will immediately inform Versaterm by telephone upon discovery of a Level 1 or Level 2 Error, and Reliability Acceptance Testing will immediately stop. The City will follow-up with a written notification of the defect to Versaterm. Once the problem is resolved, Reliability Acceptance Testing will start over from day one (1) and a new thirty (30)-Day Reliability Acceptance Test period will begin.

Discovery of a Level 3 or 4 Error will not stop the Reliability Acceptance Testing. Versaterm will attempt to remedy Level 3 Errors during the Reliability Acceptance Testing period. If Versaterm is not able to fix a Level 3 Error during

the Reliability Acceptance Testing period, Versaterm and the City will develop a mutually acceptable plan to remedy the defect in a future fix release.

4.7 RELIABILITY / DOWNTIME DEFINITION

The System will be considered “down” (i.e. not available to end-users) if a Level 1 or Level 2 Error is encountered during the Reliability Acceptance Testing period. The System will be considered available again after the defect is corrected.

Failures outside of Versaterm’s control, such as individual workstation failures (e.g., a Windows operating system failure, insufficient memory, etc.), will not be considered System defects and will not affect the outcome of the Reliability Acceptance Testing as long as there is productive use of the System on other workstations.

If System unavailability is mutually agreed upon and scheduled for the purpose of Application Software updates, performance tuning, file backups, or other processes typical in an operational environment, the System will not be considered unavailable and will not impact the successful completion of Reliability Acceptance Testing.

The System will also not be considered unavailable if other factors such as the network, external agency, operator or Cloud environment are mutually determined by the City and Versaterm to be the cause of encountered defects.

If the System’s unavailability is attributed to any integrated Third-Party product, both Parties will first assist each other in identifying the root cause. Once the defect has been corrected or a mutually agreeable workaround has been implemented, the System will be considered available again.

If the System’s unavailability is attributable directly to a Third-Party product interfaced or integrated with the System that is beyond Versaterm’s control, then the System shall be considered available from the point at which the defect was originally reported to Versaterm.

If the System is unavailable because of other factors that are beyond Versaterm’s control (e.g., Force Majeure, catastrophic network failures, Third-Party product Interfaces not provided by Versaterm, etc.) and these factors result in users not being able to make production use of the System, at the sole discretion of the City, Reliability Acceptance Testing will be suspended until the System can be placed in Production Use again. When the System is placed into Production Use again, the Reliability Acceptance Test will be resumed from the point at which it was suspended.

If Reliability Acceptance Testing is suspended due to factors beyond Versaterm’s control, the total number of hours, rounded to the nearest hour, during which the test was suspended for this reason will be tracked and documented by the City. The City will inform Versaterm within one (1) Business Day of the test being suspended along with documentation as to why the test was suspended. Multiple Reliability Acceptance Testing suspensions for factors beyond Versaterm’s control will cause the number of hours suspended to be tracked and documented in a cumulative manner.

During the Reliability Acceptance Testing period, Versaterm will not stop the System (force it to be unavailable for Production Use), upgrade the Application Software, or otherwise negatively impact the operational status of the

System without the written permission of the City. The System will continue to operate to the best of its abilities even while/if the Reliability Acceptance Testing has been suspended due to encountered defects.

4.8 COMPLETION CRITERIA

Reliability Acceptance Testing is considered complete when the System has operated for thirty (30) consecutive Days without a Level 1 or Level 2 Error and a mutually agreeable plan to remedy all Level 3 and Level 4 Errors has been developed.

5 FINAL SYSTEM ACCEPTANCE

Final System Acceptance will occur after the completion of the 30-day Reliability Acceptance Testing and when a mutually agreeable plan to remedy all Level 3 and 4 Errors has been developed.

6 DEFECT CLASSIFICATIONS

The City and Versaterm will classify all found defects according to the definitions for error levels contained within Exhibit C – Annual Subscription Support Terms.

EXHIBIT A.6

TRAINING PLAN

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1 TRAINING PLAN OVERVIEW

This document describes Versaterm's recommended training approach for the implementation of the Versadex RMS and Versadex Mobile Workstation (MDT/MRE) software applications and is intended to be used as a guide to planning and delivering training to all users.

The Training Plan and approaches may be refined and further elaborated as required during the Project, where the City and Versaterm will collaborate and mutually agree on any refinements.

This document also describes the course outlines that Versaterm will deliver to the City trainers and a sample of the courses the City may replicate to all users.

1.1 TRAINING FACILITIES

Amongst other requirements, the training facilities are required to meet CJIS security, support network encryption, and support physical access requirements.

The facilities are also expected to be dedicated solely to Versadex training during the end-user training periods, without requiring daily software re-installation and infrastructure re-configuration.

The following is a list of requirements/recommendations for the training facilities:

- At least twenty (20) dedicated workstations that meet the minimum Versadex RMS and Mobile Workstation requirements.
- At least one additional workstation for the training instructor.
- Dedicated network access provided between each workstation and the Versadex servers in the Cloud.
- At least one overhead projector and screen that is viewable by all trainees (i.e., from each training workstation) and that is able to display the contents of the training instructor's workstation monitor(s).
- One whiteboard with Dry-Erase markers.
- A network printer which is configured to be the default printer for each workstation.

1.2 INITIAL TRAINING APPROACH

Following the completion of the Configuration and Testing phases of the Project Implementation Schedule, the Training phase will take place shortly after. The proposed training approach first starts with Versaterm Train-the-Trainer Training followed by End-User Training.

1.2.1 VERSATERM RMS AND MRE SYSTEM ADMINISTRATOR TRAINING

This training is where Versaterm will provide hands-on training to the City's System Administrators. This will be 1-day in duration. At the conclusion of this training, the Administrators will know how to add users to the System and create/maintain their security profiles, understand the system directory structure, know how to add configure printers for the system, know how to maintain the online help facility, and be familiar with Versaterm's problem reporting procedures and be equipped to perform first-level System problem analysis.

1.2.2 VERSATERM TRAIN-THE-TRAINER TRAINING

This first level of training is where Versaterm will provide hands-on training to the City's Project Team members. This will take place over a three-week period (made up of one week of training, followed by a week break, and then another week of training). The two weeks of training will be composed of the training courses documented in Section 2, except for the RMS System Administrators and Internals Training courses. At the conclusion of Versaterm's Train-the-Trainer training, the attendees will be prepared to conduct end user training.

1.2.3 VERSATERM INTERNALS TRAINING

This training is where Versaterm will provide hands-on training to the City's System Administrators. This will be 2-days in duration. At the conclusion of this training, the Administrators will understand the Versadex RMS' database structure so that they can develop ad-hoc and custom reports; the System structure; conventions used by Versaterm within the database; the Datamart, and release upgrade procedures, specifically changes to the database schema.

1.2.4 END-USER TRAINING

Following the completion of the Versaterm Train-the-Trainer training, Versaterm will assist the City with strategizing their End-User Training plans.

Versaterm's recommended End-User training strategy starts with identifying the affected user groups, the courses to be taught and the duration of each course (who, what, and how long). Once these key factors are identified, the training strategy involves planning the logistics and training schedules (who, when and where).

1.2.4.1 STEP 1: IDENTIFY USER GROUPS

The first step involves identifying all of the affected user groups across the Police Department that will require Versadex training. For example: Patrol Officers, Patrol Sergeants, Detectives, Detective Sergeants, Records Supervisors, Records Staff, Crime Analysts, System Administrators, Property Staff, Call Takers, Dispatchers, etc.

1.2.4.2 STEP 2: IDENTIFY VERSADEX COURSES (AND ESTIMATED DURATION)

Following the identification of the affected user groups, the second step involves identifying the Versadex courses that will be taught. While identifying the Versadex courses, the course objectives, the course outline, the course content, and the targeted audience will be determined at a high-level, along with the estimated duration of each course (in hours). For example: A course on the Mobile Report Entry software, designed to teach officers how to create and submit police reports will take approximately 8 hours to deliver.

1.2.4.3 STEP 3: ASSIGN COURSES TO EACH USER GROUP

Following the identification of user groups and Versadex courses, the next step involves matching up the Versadex courses to each user group based on what they will need to be trained on to perform their everyday jobs. Once the training needs of each user group are identified, the estimated total amount of training time (per user group) can be determined. For example: Patrol Officers will require Versadex courses X, Y and Z which amount to a grand total of 32 hours of training.

Once all of the above is determined, the next step in planning the End-User Training involves figuring out the logistics and the schedules. This specifically focuses on the coordination of trainers, trainees, training facilities (and setup), and scheduling logistics (i.e. will training be required 7 days a week, and in the evenings, and can multiple training classes be conducted simultaneously, etc.).

1.2.4.4 TARGET AND TIMING RECOMMENDATIONS FOR INITIAL END-USER TRAINING

Ideally, all end-users would be trained prior to the production cutover date, however, as end-users may be on vacation, sick, between promotions, or otherwise unavailable to attend the training, Versaterm recommends that End-User Training be targeted for approximately 85% of affected end-users.

In addition, Versaterm recommends that End-User training be delivered within a maximum of five (5) weeks, prior to the production cutover date. This approach is referred to as “Just in Time” training, a timely strategy that eliminates the need for refresher training. This approach reduces potential knowledge loss if training were delivered over an extended period of time, too far from the production cutover date.

With the “Just in Time” approach, trained end-users will be able to immediately use the production Versadex systems as of the production cutover date.

1.2.5 POST-IMPLEMENTATION TRAINING

For the minority percentage of end-users who will not receive training prior to the production cutover date, Versaterm recommends post-implementation training for these end-users. The City may invoke an option for Versaterm’s assistance with this training (See Exhibit A.9 Options).

Likewise, for the end-users who require refresher training after the production cutover date, Versaterm recommends that the City develops an on-going training plan to accommodate post-implementation training needs.

1.3 FINAL TRAINING APPROACH

As the Project Implementation Schedule may be impacted by the type of functionality that will be implemented at go-live, the final training approach will be refined during the Project.

2 COURSE OUTLINES

This section describes the course outlines that Versaterm will deliver to the City trainers.

The definition of a “course” (as used in this document) refers to the in-depth training of either a functional area or set of areas within the Versadex application. For each course listed below, a course code is identified in parentheses. The course code may be used when identifying the makeup of a course.

Notes:

- Each course may be modified or tailored as necessary and each user group may receive multiple courses.
- The time allotted and number of trainees for each course are provided as a guideline.
- Versaterm does not provide any training for Microsoft Windows. If the City requires such training, it is expected that this level of training will be acquired by the City from a Third Party.

2.1 MOBILE WORKSTATION INSTRUCTOR TRAINING (MWS)

Course Duration	3 days
Prerequisite	General knowledge of the System and report entry.
Intended Audience	General audience is users who will use the Mobile Data Terminal module (MDT) and the Mobile Report Entry module (MRE) on a Mobile Data Computer (MDC) on a day-to-day basis. Supervisors and/or System administrators are expected to be in this course. This course will not train on data entry but will illustrate entering reports on MDCs versus desktop workstations.
Course Approach	Versaterm will prepare scenarios based on sample data provided beforehand by the City. This approach has the advantage of making the training more effective, because familiar and realistic situations are used. This course will permit hands-on and “refreshers” as necessary (i.e., much of it is iterative and includes practice sessions). Maximum of 2 trainees per Mobile Data Computer (MDC) or desktop workstations.
Course Objectives	The trainee will: A. Know how to sign on and sign off MDT (Mobile Data Terminal) B. Know how to perform NCIC and System Queries for persons, vehicles and property C. Know how to query addresses D. Know how to lock/unlock the MDT E. Know how to send messages to other MDTs F. Know how to review logs G. Know how to enter a general offense (GO) reports and GO Crash reports in Mobile Report Entry (MRE) H. Know how to query a name from the System and pre-fill into a report I. Know how to enter street checks (field contact reports/interviews) J. Know how to enter property K. Know how to add supplemental or Follow-Up reports

	L. Know how to send the report to the System's Report Approval queue for review and approval M. Know how to manage the System's Report Approval queue from the MRE N. Know how to use the smartphone scanning app and use the resulting data O. Know how to print eCitations and other forms in the vehicle
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2.2 MOBILE WORKSTATION ADMINISTRATOR TRAINING (MWS_ADMIN)

Course Duration	1 day
Prerequisite	None
Intended Audience	Administrators responsible for setting up and maintaining the Mobile Data Terminal (MDT) and Mobile Report Entry (MRE) System modules on the mobiles as well as troubleshooting MDT traffic.
Course Approach	The trainer will "walk through" the various System and programming components of the MDT. Emphasis will be placed on the Equipment and Software Configuration as well as the various components (message controller, etc.) which comprise the Mobile Data Computer (MDC). One installed MDT is required.
Course Objectives	The trainees will: A. Know how to Configure and customize the MRE using the Mobile Configuration Application (MCA) B. Know how to generate the MWS installation setup files using the MCA C. Know how to install the MWS installation on MDCs D. Know how to Configure/update MDT maps E. Know how to monitor MDT traffic, review logs, etc. F. Understand components in the MDT architecture G. Know how to Failover the MDT gateway

2.3 RMS INTRODUCTION (RMS_INTRO)

Course Duration	½ day
Prerequisite	None
Intended Audience	General audience is users who will retrieve information from the System, use the built-in System mail facility and other tools such as notepad and officer scheduling.
Course Approach	Versaterm will prepare scenarios based on sample data provided beforehand by the City. This approach has the advantage of making the training more effective because familiar and realistic situations are used. Maximum of 2 trainees per workstation.
Course Objectives	The trainee will: A. Understand the organization (menu layout) of the System B. Know how to use the query functionality within the System including property C. Understand how information is related and how to print a hardcopy D. Know how to use the browse (ad-hoc query) facility E. Know how to use System Mail (attach Mail, etc.)

	F. Know how to use the NCIC interface G. Know how to use the notepad facility H. Know how to use the online help facility
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2.4 RECORDS DATA-ENTRY (RMS_DATAENTRY)

Course Duration	Up to 2 days
Prerequisite	None
Intended Audience	General audience is users who will be responsible for entering a case and subsequent maintenance of case(s). Typically, this course is designed for the records section/division personnel.
Course Approach	Versaterm will prepare scenarios based on sample data provided beforehand by the City. This approach has the advantage of making the training more effective because familiar and realistic situations are used. Maximum of 2 trainees per workstation.
Course Objectives	The trainee will: A. Know how to enter and maintain events (general offense reports, accidents, tickets, street checks, flag records) B. Know how to retrieve a cleared complaint to start a report C. Know how to access NCIC for query and maintenance D. Know how to index entities (persons, vehicles, businesses) to events E. Know how to relate text (including word-processor functions), detail pages, clearance blocks to events F. Know how to maintain summons and charges G. Know how to maintain the criminal description record H. Know how to enter property (stolen, lost, etc.) I. Know how to enter and maintain follow-ups (and related text) J. Know how to maintain master person name information (including particulars, aliases) K. Know how to maintain vehicle information (including particulars) L. Know how to maintain business information (including particulars, aliases) M. Know how to scan documents, attach scanned documents and/or files to a report, and how to retrieve and view scanned images and attachments N. Know how to use the Notepad facility to maintain or view lists O. Know how to run reports P. Understand workflow management concepts through discussion

2.5 DETECTIVE (RMS_DET)

Course Duration	1 day
Prerequisite	None
Intended Audience	General audience is users who will add and update cases, add supplemental reports, clear cases and manage follow up reports.

Course Approach	Versaterm will prepare scenarios based on sample data provided beforehand by the City. This approach has the advantage of making the training more effective because familiar and realistic situations are used. Maximum of 2 trainees per workstation.
Course Objectives	The trainee will: A. Know how to add, retrieve and update General Offense (GO) reports B. Know how to add a supplemental to the General Offense (GO) report C. Know how to index entities (persons, vehicles, businesses) to events and understand the implications of the master name file including SOUNDEX D. Know how to relate text (including word-processor functions), detail pages, and clearance blocks to events E. Know how to assign cases (index follow-ups and related text) F. Know how to view/read a case online and how to print it G. Know how to manage workflow queues H. Understand workflow management concepts through discussion

2.6 IDENTIFICATION / ARRESTS (RMS_AR)

Course Duration	Up to 1 day
Prerequisite	None
Intended Audience	General audience is users who will maintain arrest information including criminal description.
Course Approach	Versaterm will prepare scenarios based on sample data provided beforehand by the City. This approach has the advantage of making the training more effective because familiar and realistic situations are used. Maximum of 2 trainees per workstation.
Course Objectives	The trainee will: A. Know how to transcribe an arrest via the data transcription queue B. Know how to update an arrest including charges and narratives C. Know how to index a person to the arrest understanding implications of the master name file including SOUNDEX D. Know how to maintain local warrants on the System E. Understand how the information is merged with the General Offense (GO) report F. Understand how charges are maintained

2.7 PROPERTY & EVIDENCE (RMS_PROP)

Course Duration	Up to 2 days
Prerequisite	None
Intended Audience	General audience is users who process evidence and other items stored in property rooms.
Course Approach	Versaterm will prepare scenarios based on sample data provided beforehand by the City. This approach has the advantage of making the training more effective because familiar and realistic situations are used.

	Maximum of 2 trainees per workstation.
Course Objectives	The trainee will: A. Know how to enter property into the System's property module and understand property item categories B. Know how to record location, owner/finder information C. Know how disposal process works D. Know how to record evidence continuity (chain-of-custody) records E. Know how to use bar-coding F. Understand available property reports G. Know how to perform group (batch) transactions

2.8 DATA TRANSCRIPTION QUEUE (RMS_TRANSQ)

Course Duration	Up to ½ day
Prerequisite	None
Intended Audience	General audience is Records supervisors who will then instruct/train other Records personnel on transcribing a report sent from the Mobile Data Computer (MDC)
Course Approach	Reports entered on the mobile report entry (MRE) will be used. Maximum of 2 trainees per workstation.
Course Objectives	The trainee will: A. Know how to select a report from the transcription queue B. Know how to merge a General Offense (GO) report C. Know how to transcribe a report D. Know how to retrieve a backup copy from the MDC

2.9 RECORDS SUPERVISOR TRAINING (RMS_SUP)

Course Duration	Up to 1 day
Prerequisite	None
Intended Audience	General audience is users who are responsible for maintaining table codes, security, User access, run reports, and other Records functions.
Course Approach	Due to the material to be covered, this course will be topic-based, as opposed to scenario-based. Most records related modules and functions will be demonstrated although trainees may be provided with hands-on activities and functions to complete during the training session. The trainees for this course are expected to be familiar with personal computers and the principles of a Records management system. Maximum of 1 person per workstation.
Course Objectives	The trainees will: A. Know how to maintain the System's Configuration record B. Know how to maintain the System's various translation code tables C. Know how to maintain the System's street files D. Know how to run the various reports E. Know how to run and interpret NIBRS edit reports

	F. Know how to run the NIBRS extract Software module G. Become familiar with Versaterm's problem reporting procedures, and be equipped to perform first-level System problem analysis
--	---

2.10 SYSTEM ADMINISTRATOR TRAINING (RMS_ADMIN)

Course Duration	Up to 1 day
Prerequisite	None
Intended Audience	General audience is administrators responsible for architecture, system logs, configuration files, VMC.
Course Approach	Due to the material to be covered, this course will be topic-based, as opposed to scenario-based. Most functions will be demonstrated although trainees may be provided with hands-on activities and functions to complete during the training session. The trainees for this course are expected to have proven technical computer aptitudes, including networks, with previous experience with the City's DBMS and computer systems in general.
Course Objectives	The trainees will: A. Know how to add users to the System and create/maintain their security profiles B. Understand the System directory structure C. Know how to add configure printers for the System D. Know how to maintain the online help facility E. Become familiar with Versaterm's problem reporting procedures and be equipped to perform first-level System problem analysis

2.11 MYVERSADEX (MYVVDX)

Course Duration	Up to 1 day
Prerequisite	None
Intended Audience	General audience is management staff such as supervisors, commanders, captains, etc.
Course Approach	Versaterm will prepare sample demonstrations based on how existing Versaterm customers are using myVersadex.
Course Objectives	This course is intended to provide training on myVersadex, a tool that allows users to create a personalized portal into the System, giving quick access to the most commonly used System information. The trainees will: A. Understand how to add, modify, and remove a variety of portlets (small windows that provide access to specific information) to customize a portal to suit their specific and changing needs B. Understand how to add multiple portal pages (a collection of portlets) and organize them by district, zone, org unit, offense, etc. C. Understand the links in the portlets, to quickly access relevant and useful System data

2.12 SYSTEM GIS INTERFACE (VGI)

Course Duration	Up to 1 day
Prerequisite	Technical computer aptitudes, familiarity with Windows, and knowledge of GIS principles.
Intended Audience	General audience is GIS (or non-GIS personnel) who are responsible for providing GIS data for the System. The trainees for this course are expected to have technical computer aptitudes, familiarity with Windows, and knowledge of GIS principles.
Course Approach	Due to the material to be covered, this course will be topic-based, as opposed to scenario-based although trainees may be provided with hands-on activities and functions to complete during the training session.
Course Objectives	This course is intended to provide trainees with an overview of the System's Geographic Information System (GIS) structure and to review the Versaterm GIS Interface (VGI) data file requirements. This training will also provide instruction on how to configure and use the VGI tool to extract geo-related information (street names, ranges, intersections, addresses) from the map-based (ESRI) shape and Landmark/commonplace files for loading into the System's street index. The trainees will: A. Understand the System's GIS structure B. Understand the VGI data file requirements C. Know how to install and configure the VGI tools D. Know how to run the VGI tool to extract GIS data from ESRI shapefiles and how to load the extracted GIS data into the System's geographic files

2.13 INTERNALS TRAINING (IT)

Course Duration	Up to 2 days
Prerequisite	Technical computer aptitudes and familiarity database structure, relational databases, and report writing tools.
Intended Audience	General audience is programmers, developers, and report writers that have technical computer aptitudes and familiarity with database structure, relational databases, and report writing tools.
Course Approach	Due to the material to be covered, this course will be tailored specifically for the City where City-specific reports and queries will be used as samples. The final requirements and course objectives will be discussed and adjusted during the System's implementation. This course is intended to be delivered after the System is in Production Use.
Course Objectives	This course is intended to provide real examples of pulling data out of the System to populate specific Interfaces, to perform crime analysis, and to link and extract data for other reports and analysis. It will focus entirely on the database structure and querying the database. The trainees will:

	A. Understand the Versadex RMS’ database structure so that they can develop ad-hoc and custom reports B. Understand the System structure C. Understand conventions used by Versaterm within the database D. Understand release upgrade procedures, specifically changes to the database schema
--	--

3 SAMPLE TRAINING PACKAGES

As the courses will be primarily determined based on the type of functionality that will be implemented at go-live, this section provides sample training packages for both the City trainers and for the End-User training.

3.1 SAMPLE AGENDA FOR VERSATERM-DELIVERED TRAIN-THE-TRAINER

The following screenshots illustrate a sample Train-the-Trainer agenda delivered by Versaterm. (Note: it is anticipated that training classes for the system administrators, crime analysts, report programmers and GIS specialists will be delivered by Versaterm directly to the users).

Week #1 (March 18 - March 22, 2019)

Monday, March 18, 2019	Tuesday, March 19, 2019	Wednesday, March 20, 2019	Thursday, March 21, 2019	Friday, March 22, 2019
Introduction • Introduction of Instructors • Versaterm Trainer Training Objectives • Project Timeline Update Versadex Overview • Versadex Product Suite Overview • Sub-systems and External Interfaces • Basics: Events, Entities, Details, Text... • Navigation Standards • Transcription Concepts • Typical Workflow • DRE vs MRE Versadex MDT Overview • Purpose / Target End-Users • User Interface Basics Versadex MDT Exercises • Query-Related Functions (RMS, NCIC, LEMS, ISS, DL Swipe, etc) • VMMA • Requesting information Versadex MDT Configuration and Administration • Configuration Options • Generating Build Disks • Versadex Message Controller • Managing Access	Versadex MRE Overview • Purpose / Target End-Users • User Interface Basics Versadex MRE GO Exercises • Scenario-based exercises (compliant with NIBRS requirements) • Report Types • Prefill from MDT • General Offense event • Entities (DL swipe) • Details • Arrests • Narrative Text (and Templates) • Stolen Property • NIBRS Edits • Supplemental Reports	Versadex MRE GO Exercises (Continued) Versadex MRE SC Exercises • Prefill from MDT • Street Check event • Entities (DL swipe) • Details • Narrative Text (and Templates) Report Approval (pre-transcription) • Process Overview • Submission/ Rejection/ Approval	Versadex RMS Overview • Purpose / Target End-Users • User Interface Basics Versadex RMS GO Exercises • Scenario-based exercises (compliant with NIBRS requirements) • Option to Prefill from CAD Call • General Offense event • Entities • Details • Narrative Text (and Templates) • Arrests • Stolen Property • NIBRS Edits • NCIC/LEMS/ISS • Case Notes • Supplemental Reports Photos, Imaging, Attachments • Attach Photos on Persons • Scan and Import Images • Attachment Files of any type • URL Links • View Images Printing + Release Tracking • Standard handcopies • Customized stylesheets • Release tracking + redaction	CAD Call Research • TriTech CAD to RMS Call Transfer Interface • View CAD Calls in RMS • Browse CAD Calls in RMS • Add GO Report using CAD Call Data Transcription • Transcription queue • Overriding approval • Transcription process • CopLogic interface Query and Browse Exercises • Query + Browse Difference • Searching Techniques • Text Search Engine • Browse Unload Features

Week #2 (April 1 - 5, 2019)

Monday, April 1, 2019	Tuesday, April 2, 2019	Wednesday, April 3, 2019	Thursday, April 4, 2019	Friday, April 5, 2019
General Review Review first week of training and answer outstanding questions. Workflow Exercises - Electronic process overview - Handles and Org units - Work-to-do queues - Automatic routing - Follow-up assignments - Case clearances/closures - Reminders Other Records - Street Check Maintenance (SC) - Flag Records (FR) - Project Case (PC) - Ticket Maintenance (TK) - Permits and Licenses (PL) Private/Confidential Reports Privatization features for General Offense reports and Flag records, Gangs, Street Checks, Entries, Text...	Arrest/Booking Exercises - Custodial arrests and charges - Mugshot Interface - Warrants Criminal Description - Automatic creation - Complete person description and fingerprints - Charge History - Mugshot interface - Converted data from STS and Juvenile Database Versadex Mail Overview - Messages between users - NCIC/LEMS/ISS responses - System-generated messages BOLO/FYI - Configuration Options - Photos - MDT Access	Interfaces - Advanced Public Safety (APS) Interface - eCharging DWI Arrest Interface - Metro Transit Police Department - Practice Manager - State Web Accident Reporting - Coplogic Interface - City of Minneapolis GIS Database - Crime Reporting System - eCharging Incident Referral - Legacy RMS CAPRS Query Interface - Minnesota Bureau of Criminal Apprehension Law Enforcement Message Switch (LEMS) - MNCIS Court Notifications - TriTech Computer Aided Dispatch (CAD) Application - Gov-To-Gov Automated Property System - IBM 2-11-0000 - Integrated Search Service (ISS) - STARLIMS Laboratory Information Management System NCIC/LEMS Exercises - Interactive NCIC Access Facility - Supported transactions - Integrated vs. Interactive Mode - NCIC Responses - Configuration Options	Property Subsystem - Property Report Header - Property Statuses - Property Items + Case Notes - Storage Control - Evidence Continuity - NCIC - Query / Browse / Printed Reports - Configuration Options	Master Name Maintenance - MNI soundex concept - Case specific information - MNI best practices (security) - MNI transcription - Person transfers (merges) exercises - Duplicate name notification - Photos and Mugshots - Juvenile Disclosure Reporting Capabilities - System Administration Logs - Canned Reports - NIBRS Edit Report Text Templates - Overview / Usage - Designing and Compiling Customized Text Templates - Browse Capabilities - MRE Impact Supervisor Functions - Configurations - Code tables (offense codes, charges, roles, text types, etc...) - Officers, Org units, Duty table - Users, groups, handles - Security profiles - Notepad - NIBRS Extract

3.2 SAMPLE END-USER TRAINING PACKAGES DELIVERED BY CITY TRAINERS

The following course outlines, provided as a sample only, illustrate training packages that may be delivered to the user groups of the City.

3.2.1 SAMPLE TRAINING FOR FULL RMS PRODUCTION USE

User Group	Course Codes	Duration (days)
Patrol Officers	MWS, RMS_INTRO	2.5
Records Personnel	RMS_INTRO, RMS_DATAENTRY	2.5
Records Personnel responsible for transcribing MRE reports	RMS_TRANSQ	.5
Front Desk Personnel (report takers)	RMS_INTRO, RMS_DATAENTRY	2.5
Identification Personnel (Arrests / Criminal Description maintenance)	RMS_INTRO, RMS_AR	1.5
Property and Evidence Personnel	RMS_INTRO, RMS_PROP	2.5
Sergeants who assign cases (for case assignment only)	RMS_INTRO, RMS_DET	1.5
Criminal Investigation Personnel	RMS_INTRO, RMS_DET	1.5

3.2.2 SAMPLE TRAINING FOR POST PRODUCTION USE

Group	Course Codes	Duration (days)
Criminal Investigation Personnel (for crime analysis)	RMS_INTRO	1
Detectives (for crime analysis)	RMS_INTRO	1
Executive and Management Support Staff (reports/inquiry/analysis)	RMS_INTRO, MYVDX	1.5
Patrol Officers	RMS_INTRO	1

4 THIRD PARTY TRAINING

Tableau training is provided online by Tableau.

EXHIBIT A.7

CHANGE ORDER PROCESS

CONTENTS

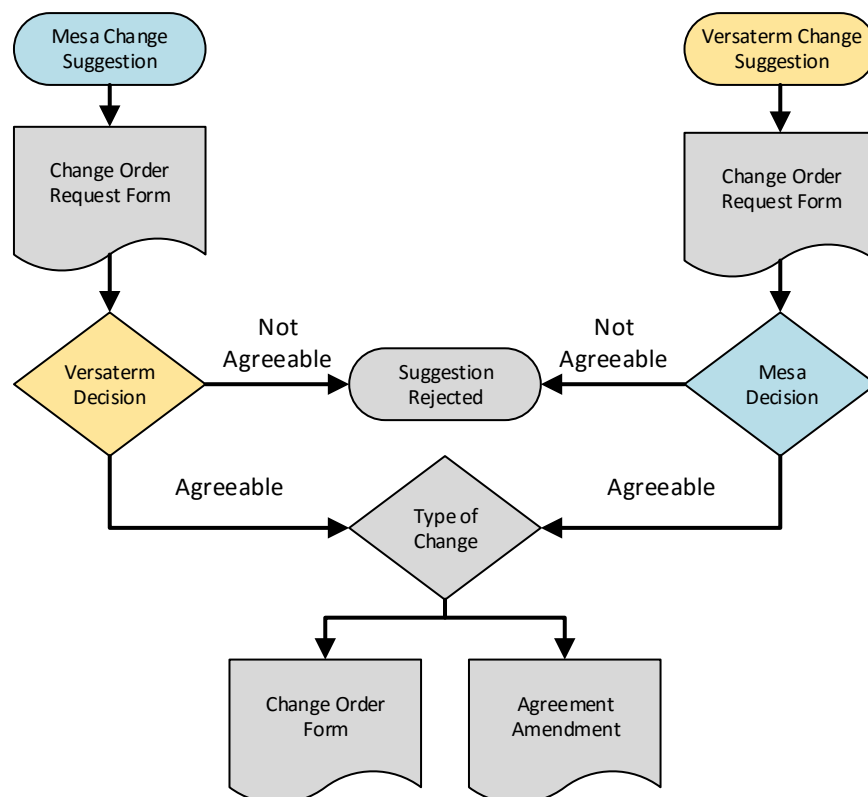
Overview	- 3 -
1 Process Diagram	- 3 -
2 Change Order Request Form	- 4 -
3 Change Order Form	- 6 -
4 Amendment Form	- 6 -

OVERVIEW

The Change Order Process defines the process that will be utilized during the project to manage and account for changes to project scope, cost, and schedule. All project tasks shall be approached with an understanding of the project scope and critically examined within the context of project scope, cost, change in resources and schedule management.

The Change Order Process also defines the process for proposed changes to be properly identified and evaluated, as appropriate. The Change Order Process shall be used for any changes to the Agreement, Exhibits, or Statement of Work (Exhibit A.1), including, but not limited to, changes to the scope, the schedule, the approach, roles and responsibilities, resources, or the fees. Updates to the Project Implementation Schedule (Exhibit A.2) that do not impact Payment Milestones shall not require a Change Order Request Form, Change Order or Amendment.

1 PROCESS DIAGRAM



2 CHANGE ORDER REQUEST FORM

A Change Order Request Form must be completed for all changes requested by either Versaterm or the City. The City Project Manager will be responsible for managing all Change Order requests submitted (whether by Versaterm or the City) on the Project, in accordance with the following process.

All requests for change must be submitted in writing to the City Project Manager, either by email or in printed hard copy form, using the Change Order Request Form herein. The City's Project Manager shall assign each submitted Change Order Request Form a number, in consecutive order, and shall enter the relevant information for each submitted Change Order Request Form. Verbal requests or voice mails will not be considered formal change order requests.

If the change order request is rejected, then the request for a change order is considered rejected and no further action is required. As part of the rejection process, the rejecting Party shall provide a reason why the request for change was rejected.

If the change order request is accepted, the Parties will prepare either a Change Order or Amendment Form in final format for official approval and sign-off by both Parties.

2.1 CHANGE ORDER REQUEST FORM

Change Request Identification			
Change Request Name		Change Request ID #	
Date Submitted		Priority (Low/Moderate/High/Critical)	
Date Last Updated		Impact (Low/Moderate/High)	
Description & Rationale - Briefly describe the change, why the change is needed, and any impacts or risks if the change is not implemented.			
Impact Assessment - List the project areas that will be affected by the change, the resulting benefits or risks, as well as the impacts on the schedule and budget.			
Areas Affected	Benefits/Risks	Schedule Impact	Budget Impact
Recommendations - Describe the options that have been considered. Explain the pros and cons of the various implementation strategies. Provide a recommendation as to how the change ought to be implemented.			
Acceptance & Sign-Off - Identify the decision-making parties responsible for approving or rejecting this change.			
☐ Approved as Requested		☐ Approved with Changes	
☐ Rejected			
Prepared By			
Name		Title	
Date		Signature	
MESA Approved By			
Name		Title	
Date		Signature	
VERSATERM Approved By			
Name		Title	
Date		Signature	
Comments			

3 CHANGE ORDER FORM

The following types of changes shall require a Change Order Form to be completed, and if approved, signed by the Parties' Project Managers:

- Updates to the Project Implementation Schedule (Exhibit A.2) that impact Payment Milestones, excluding the "Final Acceptance Test Complete" Payment Milestone.
- Change in Versaterm's resources.
- Changes in project scope that do not result in an increase in fees.

3.1 CHANGE ORDER FORM

CHANGE ORDER TO AGREEMENT # _____

Change Order Identification		
Change Order Name	Change Order ID #	
Date Submitted	Priority/Impact (Low/Moderate/High/Critical)	
Description of Change		
Impact Assessment - List the project areas that will be affected by the change, the resulting benefits, as well as the impacts on the schedule and budget.		
Areas Affected	Schedule Impact	Budget Impact
Acceptance & Sign-Off - Identify the decision-making parties responsible for approving or rejecting this change.		
MESA Approved By		
Name	Title	
Date	Signature	
VERSATERM Approved By		
Name	Title	
Date	Signature	

4 AMENDMENT FORM

The following types of changes shall require an Amendment Form to be completed, and if approved, signed by representatives of both Parties authorized to bind each Party in such matters:

- Adding new product or additional services to the Project.
- Changes in project scope that result in an increase to the fees.
- Updates to the Project Implementation Schedule (Exhibit A.2) that impact the "Final Acceptance Test Complete" Payment Milestone.

The above types of changes are not meant to be an inclusive list.

In the event of inconsistencies amongst the Main Agreement or the Agreement's Exhibits and any Change Order Form the Change Order Form shall take precedence over the Exhibits contained in the Agreement. The Main Agreement shall remain unaffected.

4.1 AMENDMENT FORM

CITY OF MESA

AMENDMENT # _____ TO AGREEMENT NUMBER _____

THIS Amendment, entered into this ____ day of _____, __, by and between the City of Mesa (herein called the "City") and Versaterm Inc.).

WHEREAS, the City and Versaterm have entered into that certain Agreement identified above (the "Agreement"); and

WHEREAS, Versaterm and the City have agreed that a change to the here-mentioned Agreement is necessary;

NOW, THEREFORE, the parties hereto agree to amend said Agreement as follows:

[Inset amendment language here].

All other terms and conditions of said Agreement are unaltered hereby, shall remain in full force and effect, and are hereby ratified and reaffirmed.

FOR VERSATERM:

Authorized By _____ Title _____ Date _____

FOR THE CITY:

Authorized By _____ Title _____ Date _____

EXHIBIT A.8

SYSTEM PERFORMANCE AND AVAILABILITY STANDARDS

CONTENTS

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Transaction Response Times.....	- 3 -
System Availability	- 4 -
Ongoing System Performance.....	- 4 -

OVERVIEW

This exhibit sets forth the performance and availability standards to which the Versadex RMS Application Software is expected to perform, providing that the City meets Versaterm's recommended hardware and network specifications, including desktop workstation and mobile configurations, and that the City uses the Application Software according to its intended design.

Hardware requirements and recommended workstation configurations are defined in Exhibit G - Minimum Client & Peripheral Specifications, and Exhibit A.1 – Statement of Work, for connectivity and VPN requirements. Specifications and requirements are subject to change to support future Product Upgrades.

The measured times exclude any factors that may be caused by factors outside of Versaterm's control, such as, but not limited to, the network.

TRANSACTION RESPONSE TIMES

The Versadex RMS Application Software performance is based on transaction response times, which are measured from operator action until visual response is observed or until the operation is completed. The types of transactions that have predictable response times include the majority of navigational and maintenance transactions.

Important Note: Versaterm does not provide expected response times for data-dependent transactions, such as, but not limited to, displaying data lists, displaying dashboards, uploading MRE reports from the MDT, querying external interfaces, attaching files, printing reports, or performing browse searches. For such types of data-dependent transactions, the response time results may vary depending on the amount of data involved, the sizes of the files involved, or the types of search criteria entered.

NAVIGATIONAL TRANSACTIONS

Navigational transactions involve the ease of movement from screen to screen or field to field. The response time for navigational transactions is expected to usually take one second (or less). Examples include:

- Tabbing from field to field in any screen within the Application Software
- Looking up valid values for a coded field

MODULE LOAD TRANSACTIONS

Module load transactions involve the loading of a program module/feature that requires loading an application and initializing the functions. The response time for module load transactions is expected to usually take two second (or less). Examples include

- Loading of programs to access modules within the Application Software (e.g. loading the General Offense (GO) Report program from the main Records menu (of the RMS application)

MAINTENANCE TRANSACTIONS

Maintenance transactions involve add/update transactions in the backend database tables. The response time for maintenance transactions is expected to take three seconds or less. Examples include:

- Saving new or updated information entered into the Application Software screens, such as adding or updating a General Offense screen (note that the transaction response time does not include the time required for the end-user to make a decision if prompted by the RMS)

SYSTEM AVAILABILITY

During production use of the SaaS Services, the Versadex RMS Application Software is required to be available in the production environment 99.99% of the time. The following specifications define both availability and the method by which it is calculated:

Availability will be expressed as a percentage of the maximum expected availability over a given period. The Versadex RMS Application Software must be available seven days per week, 24 hours per day. The percentage availability for any period will be calculated as follows:

$$\frac{(\text{Total Hours in Period} - \text{Hours System Unavailable}) \times 100}{\text{Total Hours in Period}}$$

Total Hours in Period

"Unavailability" is where the Versadex RMS Application Software is completely and generally unavailable for the City's use (but not the use of any one Authorized User, or subset/group of Users), and does not include any unavailability attributable to:

- (a) Versadex RMS scheduled downtime for maintenance;
- (b) Versadex RMS scheduled downtime for Application Software Upgrades or Updates;
- (c) scheduled downtime for Operating System patch updates;
- (d) downtime for upgrades or updates to AWS software, services and components or other cloud-based software and services integrated as part of the Solution;
- (e) downtime related to connectivity issues resulting from City or Third Party-provided or managed Direct Connect or VPN access to hosted server or City internal network problems; City will be responsible for immediately notifying Versaterm of all Third Party-managed VPN access and internal or external (e.g. internet service provider) network problems that arise;
- (f) an incident resulting from data or infrastructure or network provided and/or performed by the City;
- (g) acts or omissions of City or any City user, authorized user, or any employee, agent or independent contractor of the City;
- (h) lack of availability or untimely response from the City that require the City's participation for resolution;
- (i) the City's negligence or breach of the City's material obligations under the Contract;
- (j) any other cause(s) beyond Versaterm's reasonable control, including but not limited to those caused by Third Party Data, Third Party Applications, Third Party Provider, or Third-Party Software, as well as overall internet congestion, denial of service attack, or a force majeure.

ONGOING SYSTEM PERFORMANCE

The following specifies the ongoing system performance and availability standards, upon Production use of the system, and throughout the life of the Agreement between the City and Versaterm:

- The Versadex RMS Application Software must remain operational and available for use, meeting the performance and availability standards described in this document.

- The Versadex RMS Application Software must accommodate all volumes and other applicable sizing parameters as contracted for.
- The Versadex RMS Application Software shall allow for live transactional updates to files and tables without adversely affecting system performance. Changes to the schema of a table will require an outage of the Production environment.

In the event the SaaS Services and Versadex RMS Application Software fails to meet the performance and availability standards set forth in this document, the City will convey any failure to meet the above expectations by contacting Versaterm. Versaterm and the City will proceed with the support procedures outlined in Exhibit C – Annual Subscription Support Terms.

EXHIBIT A.9

OPTIONS

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2.3 VINE Interface	- 7 -
2.4 Leads Online Interface	- 10 -
2.5 Drug Recognition Export Interface	- 12 -
3 Optional Modules	- 14 -
3.1 Versadex CAD.....	- 14 -

1 OVERVIEW

This Exhibit describes Interfaces and modules that are not included with the System during the Onboarding phase but that may be implemented post Go-Live at a mutually agreed upon timeframe. Additional costs may apply during the implementation of an optional Interface or module described in this Exhibit.

The City has the ability to invoke an option at our discretion without a Change Order decision being made by Versaterm.

2 OPTIONAL INTERFACES

2.1 COUNTY ATTORNEY/MUNICIPAL COURTS INTERFACE

INTERFACE SCOPE

This Interface is designed to transfer case related data from the Versadex System to the Maricopa County Attorney Office (MCAO) System. The transfer of a case to MCAO is a user-initiated, manual release for certain cases.

City will determine release packet contents.

This Interface will be excluded from the Interface Integration Testing and will be a Post-Go Live interface. The testing procedures will be defined once the interface details are finalized.

PROCESS OVERVIEW

Users “release” the entire case through the System's release tracking module and optionally use features within the System's case management/release tracking modules to track investigative activity on cases that have been released to the Prosecutor. These are available as part of the System's product suite.

Versaterm to provide an XML and PDFs specific to the MCAO's specifications as needed. City will provide MCAO's specifications to Versaterm.

COMMUNICATION

The City will provide formal authorization to Versaterm to publish the data to the 3rd party. Versaterm is responsible to provide the data through a secure transport mechanism (i.e. NIST / FIPS 140) providing the 3rd party supports such mechanism. Versaterm is not responsible to protect any data once published outside of the Versaterm environment.

ASSUMPTIONS

- Versaterm is assuming that MCAO is capable of accepting a PDF and XML file and processing this data (all labor to ingest this file will be the responsibility of the City and the MCAO).
- Versaterm is assuming the City and MCAO will provide specifications for the XML and PDF file.

RESPONSIBILITIES

CITY RESPONSIBILITIES

- Test the release tracking export for completeness.

- Coordinate MCAO resources as required.

VERSATERM RESPONSIBILITIES

- Develop an XML and PDF as specified by the MCAO
- Provide a technical resource to support the City during the testing.

2.2 MARICOPA COUNTY SHERIFF PRE-BOOKING ARREST TRANSFER

INTERFACE SCOPE

A data exchange interface between the Versadex RMS and the Maricopa County Sheriff's Office (MCSO) Pre-Booking system (will be a requirement once the MCSO system is capable of accepting this data).

It is anticipated that this will be a one-way interface between the two systems; Arrest data from the Versadex RMS application will be transferred to the MCSO Pre-Booking in order to facilitate the pre-booking process at MCSO. Versaterm will develop the XML format to MCSO specifications.

This Interface will be excluded from the Interface Integration Testing and will be a Post-Go Live interface. The testing procedures will be defined once the interface details are finalized.

PROCESS OVERVIEW

A menu option will be available from the Versadex RMS Arrest/Booking module whereby a detention user may invoke the transfer of Arrest information to the MCSO Pre-Booking. This transfer will be via a XML file and will include all data elements contained within the Arrest/Booking module of the Versadex RMS (data includes Maricopa County Form IV, property and arrest data). Versaterm is assuming that the MCSO Pre-Booking is capable of accepting an XML file and processing this pre-booking data. All labor to ingest this file will be the responsibility of the City working with the MCSO.

RESPONSIBILITIES

CITY RESPONSIBILITIES

- Test the Interface for completeness.
- Coordinate MCAO resources as required.

VERSATERM RESPONSIBILITIES

- Develop an XML as specified by the MCAO
- Provide a technical resource to support the City during the testing.

2.3 VINE INTERFACE

INTERFACE SCOPE

The purpose of this interface is to share Mesa Police Department's (MPD) Arrest, Booking and Custody information from the Versadex Records Management System (RMS) with Appriss Safety's VINE (Victim Information and Notification Everyday) system.

It is anticipated that this will be a one-way interface between the two systems; Arrest, Booking and Custody data from the Versadex RMS database will be transferred to VINE in order to assist in the Victim notification process.

The development and configuration for the extract and transfer of the necessary XML file for this interface will be based on parameters supplied by the City (e.g. required data elements and run frequency (every 10 minutes)).

This Interface will be excluded from the Interface Integration Testing and will be a Post-Go Live interface. The testing procedures will be defined once the interface details are finalized.

PROCESS OVERVIEW

****Note:** Versaterm does not have an existing Interface with Appriss Safety's VINE (Victim Information and Notification Everyday) system.

Versaterm will create a XML file (conforming to Appriss VINE standards) from the Versadex RMS and send to VINE's SFTP folder. The creation of VINE XML files will be triggered by the following events in the Versadex JMS system:

- Creating an arrest record
- Creating a booking record
- Creating a release record in the JMS, moving it to a "Released" status, and selecting one of the following "form of release" values:
 - General Release
 - Release on Bond
 - Release for time served
 - Recognizance
 - Extradited
 - Case Dismissed
 - Detox Center
 - Fines paid
 - Release to immigration and customs enforcement, deported
 - Release to other law enforcement agency
 - Release-Error
 - Release unknown
 - Medical
 - Electronic Monitoring
 - Hospital
 - Transfer

- Death
- Escape
- Return from Escape
- Return to custody

WORKFLOW

Below is the VINE Workflow from Appriss Safety's perspective.



ASSUMPTIONS

- Versaterm is assuming that Appriss Safety has standard specification for such an interface.
- Versaterm will attempt to extract and format the data elements detailed in the VINE specification but might not be able to map every field.
- Versaterm is assuming that Appriss Safety is capable of accepting an XML file and processing this data (all labor to ingest this file will be the responsibility of the City working with Appriss Safety).
- Victims must register at the VINE website (<https://vinelink.com/#/home>) in order to receive notifications.

RESPONSIBILITIES

CITY RESPONSIBILITIES

- Coordinate resource availability with Appriss Safety as required.
- Obtain the necessary authorization from Appriss Safety to develop this interface.
- Test the VINE Interface for completeness.

VERSATERM RESPONSIBILITIES

- Develop/tailor the logic required to share information with Appriss Safety's VINE server.
- Provide a technical resource to support the City during the interface testing;
- Provide the necessary support for the go-live cutover of the interface.

2.4 LEADS ONLINE INTERFACE

INTERFACE SCOPE

The purpose of this interface is to provide a mechanism to receive pawn/secondhand information from LeadsOnline. Containing data such as the following: Dealer ID, Business Name, Employee Name, Ticket #, Pawner/Customer Info [Name, Photo, Address, Phone, Other identifying information], and Item Info [Business Ticket #, Mesa Ticket #, Transaction Type, Date & Time of Transaction, Item Serial, NCIC Code, Model #, Brand, Caliber, Color, Description, Weight, Condition, OAN, Renewal Dates, Image(s)].

It is anticipated that this will be a one-way interface between the two systems; pawn/secondhand information from LeadsOnline will be transferred via a XML file (based on a Versaterm defined specification) to the Versadex RMS application in order to provide Mesa Police Department (MPD) with potentially valuable investigative leads.

The City will provide formal authorization for Versaterm to receive data sent from 3rd party vendors using a mutually agreed upon NIST/FIPS 140 compliant protocol to transfer data to S3 buckets in AWS. Versaterm will perform the necessary configurations in the cloud to allow for the data ingestion. The City and LeadsOnline will own the responsibility of ensuring the quality and security of the data transferred from LeadsOnline to AWS and perform the necessary configurations on the 3rd party application servers to contact the REST API. Versaterm will notify the City if the agreed upon protocol is not being followed as specified above.

This Interface will be excluded from the Interface Integration Testing and will be a Post-Go Live interface. The testing procedures will be defined once the interface details are finalized.

PROCESS OVERVIEW

LeadsOnline will use a NIST/FIPS 140 compliant protocol to transfer an XML file (conforming to Versaterm's format) to a specified S3 bucket in AWS containing the ticket information at agreed upon intervals.

The pawn upload interface consists of a CRON entry that looks in a particular S3 bucket for a XML file to process. Once processed, an error file is generated where errors, if any, can be found.

EXCEPTION HANDLING

- LeadsOnline will be responsible for handling XML transfer files that fail to be processed.
- Errors in ingesting the XML file for item transfers will trigger an error within Versadex and will generate an error log in Versadex' property subsystem log.
- Versaterm will provide a notification if no data was received from LeadsOnline in 24 hours.

AUDITS

For the item transfer portion of the interface, the records themselves provide the audits on the item transferred from LeadsOnline.

BUSINESS CONTINUITY / INTERFACE AVAILABILITY

This interface will be available regardless of which region and/or availability zone the cloud-based RMS is currently serving up the RMS. Should the cloud-based RMS move across availability zones and/or regions, the RMS will reconnect automatically to the shared folder/directory and process the LeadsOnline files accordingly.

ASSUMPTIONS

- Versaterm is assuming that LeadsOnline will build a XML extract based on Versaterm's specification
- The City will be responsible for any additional services required on the part of LeadsOnline should they need to develop or configure their respective portion of the interface to send pawn/second-hand data to the Versadex RMS server.

RESPONSIBILITIES

CITY RESPONSIBILITIES

- The City will review and confirm with LeadsOnline on the field mapping and interface specification.
- The City will perform interface testing.

VERSATERM RESPONSIBILITIES

- Versaterm will develop and provide a XML specification for this interface.
- Versaterm will develop (as necessary) and install the process to import the necessary file for this interface.
- Versaterm will assist with interface testing.

2.5 DRUG RECOGNITION EXPORT INTERFACE

INTERFACE SCOPE

The City of Mesa requires a data exchange interface between the Versadex RMS and the NHTSA (National Highway Traffic Safety Administration). This interface consists of a one-way data transfer of a General Offence report containing Drug Recognition Expert (DRE) data fields and test results (not already supported in RMS) from custom fields.

This Interface will be excluded from the Interface Integration Testing and will be a Post-Go Live interface. The testing procedures will be defined once the interface details are finalized.

PROCESS OVERVIEW

Steps:

1. Officer fills out GO report and DRE data fields in custom fields in MRE. These data elements can also be completed via a supplemental report or directly within RMS.
2. The GO report or Supplement with DRE data is approved and transcribed into RMS.
3. The supplement with custom fields containing DRE test results is approved and transcribed in RMS.
4. Versaterm builds a nightly extract of NHTSA required data in the NHTSA provided format.

COMMUNICATION

The City will provide formal authorization to Versaterm to publish the data to the 3rd party. Versaterm is responsible to provide the data through a secure transport mechanism (i.e. NIST / FIPS 140) providing the 3rd party supports such mechanism. Versaterm is not responsible to protect any data once published outside of the Versaterm environment.

EXTRACT FILE LAYOUT AND SAMPLE

The extract layout will be provided to Versaterm and will conform to NHSTA's requirements.

ASSUMPTIONS

- Versaterm is assuming that NHSTA will provide a standard specification for such an interface.
- Versaterm will attempt to extract and format the data elements detailed in the NHSTA specification but might not be able to map every field.
- Versaterm is assuming that NHSTA is capable of accepting an XML file and processing this data (all labor to ingest this file will be the responsibility of the City working with NHSTA).

RESPONSIBILITIES

CITY RESPONSIBILITIES

- Coordinate resource availability with NHSTA as required.
- Test the DRE Interface for completeness.

VERSATERM RESPONSIBILITIES

- Develop the DRE export to conform to NHSTA standards.
- Provide a technical resource to support the City during the interface testing;
- Provide the necessary support for the go-live cutover of the interface.

3 OPTIONAL MODULES

3.1 VERSADEX

Versaterm is optionally proposing our Versadex CAD application. The Computer Aided Dispatch system is powerful, intuitive and was built specifically for non-stop operation in mission-critical environments. Versadex CAD supports the consolidated dispatch model in which Fire, EMS, and Police are dispatched from a shared system.

Versadex CAD integrates seamlessly with the Versaterm MDT, MRE and RMS that are included in this contract.

The optional CAD pricing includes CAD workstation licenses for 40 production desktop users as an annual subscription cost as well as the following interfaces for the City of Mesa.

- CAD Call-For-Service Interface (to 3rd Party Fire RMS / ePCR)
- 911 I/F
- ASAP Alarm Interface
- CAD2CAD
- Verint (Mlogin client) Interface (City to provide)
- Paging Interface
- G2 Fire Station Alerting
- DECCAN Analytics and LiveMUM
- Alarms Extract
- Axon Extract (City to provide)
- LexisNexis Extract (City to provide or leverage RMS interface)
- OpenData Extract (Internals Training)
- TriStar Extract (City to provide)
- Off Duty Extract (City to provide)
- IQA (Built in CAD Call Path Charting)

In addition to the software licenses and interfaces the pricing includes:

- Implementation Services
- Project Management
- Software Installation / Configuration
- Re-Engineering / Implementation
- Training

EXHIBIT A.10

TECHNICAL GLOSSARY

CONTENTS

Technical Glossary - 3 -

TECHNICAL GLOSSARY

The table below contains a description of the terms and acronyms used in this Exhibit A Onboarding Services and all of its schedules A.1 – A.9

Acronym/Term	Description
*.unl “pipe” (“ ”) delimited files	UNL is a delimited ASCII text File.
Accident Supplements	Additional Crash information that can be appended to an original Crash Report.
Accidents	Traffic Accidents (aka Crashes or Collisions) that occur in a jurisdiction and reported on using data specified by each state.
ACIC	Arizona Crime Information Center. The Arizona counterpart of NCIC, available for entries and inquiries through the ACJIS network. The common acronym is ACIC. Most ACIC and NCIC files are totally independent.
American Standard Code for Information Interchange (ASCII)	A character-encoding scheme originally based on the English alphabet. ASCII codes represent text in computers, communications equipment, and other devices that use text. Most modern character-encoding schemes are based on ASCII, though they support many additional characters.
Arrests	An arrest is using legal authority to deprive a person of his or her freedom of movement. Details around person, incident, charges information is detailed in the RMS system.
AWS GovCloud	AWS GovCloud (US) is an isolated AWS region designed to allow U.S. government agencies and customers to move sensitive workloads into the cloud by addressing their specific regulatory and compliance requirements.
base64 format	Base64 is a group of similar binary-to-text encoding schemes that represent binary data in an ASCII string format by translating it into a radix-64 representation.
batch interface	Batch interfaces are non-interactive user interfaces, where the user specifies all the details of the batch job in advance. Batch Interfaces are set to run on a designated schedule, usually overnight. These interface calls are initiated by specific criteria or triggers, for example, adding a person to a case or updating or editing data elements in a system.
Call for service (CFS)	An emergency incident reported to a public safety communication center requiring a response or attention.
CGI Advantage HRM	City of Mesa's Human Resource system.
CMS	Mesa Municipal Court's- Court Management System (CMS)

Acronym/Term	Description
Computer aided dispatch (CAD)	Computerized systems that are used to manage and track activities within public safety communication centers.
Conduent	Conduent Business Services, LLC. Conduent helps government agencies drive innovation through technology solutions.
COPLINK	COPLINK is a public safety information sharing platform and provider of analytical, tactical and operational software for law enforcement. Owned and operated by Forensic Logic.
CopLogic	Coplogic is a software services (SaaS) company dedicated to providing innovative technical solutions to public safety agencies. Now owned by Lexis Nexis.
CRON	A time-based job scheduler in Unix-like computer operating systems. Cron enables users to schedule jobs (commands or shell scripts) to run periodically at certain times or dates.
DORS	LexisNexis® Desk Officer Reporting System is a citizen incident reporting solution that can handle over 40 incident types.
DPS	The Arizona Department of Public Safety is Arizona's State-wide Law Enforcement agency that enforces state laws with primary responsibility in the areas of traffic, narcotics, organized crime/racketeering, liquor and specific regulatory functions.
Drug Recognition Expert (DRE)	A drug recognition expert or drug recognition evaluator (DRE) is a police officer trained to recognize impairment in drivers under the influence of drugs other than, or in addition to, alcohol.
e-Cite	Electronic citation also known as a traffic ticket.
ESRI	A market leader in the development of GIS software.
ESRI's ArcGIS API	The ArcGIS API is designed for building web mapping applications. The API combines web technology and geospatial capabilities enabling the integration of apps and visualizations of data.
ESRI's ArcGIS Desktop	ArcGIS, is a powerful mapping and spatial analytics software from ESRI and they provide both Desktop Clients (installed on a computer) and online versions of their software.
Field Contacts	A field contact is a Police Officer initiated stop of a person just to talk to them or investigate what they are doing.
File Net (eDMS)	Mesa Municipal Court's - File Net (eDMS)
FIPS 140	The 140 series of Federal Information Processing Standards (FIPS) are U.S. government computer security standards that specify requirements for cryptography

Acronym/Term	Description
	modules. As of December 2016, the current version of the standard is FIPS 140-2, issued on 25 May 2001
Functional Unit Test	Testing of a slice of functionality in a system. This will test many methods and may interact with dependencies like Databases or Web Services. Functional Tests are written from the user's perspective. They ensure that the system is functioning as users are expecting it to.
General Occurrence	Typical report entered by sworn officers and deputies about a reported incident or occurrence.
General Offense	A transgression of the law, a crime. The General Office or (GO) is the part of the Field Reporting System (The Versadex MRE) where most reports are written, classified, approved and submitted - the officer creates a GO.
General Offense	Typical report entered by sworn officers and deputies about a reported incident or offense.
geo-data base (GDB)	A geo database is the physical store of geographic information, primarily using a database management system (DBMS) or file system.
GIS	A geographic information system (GIS) is a framework for gathering, managing, and analyzing data (especially spatial data). Rooted in the science of geography, GIS integrates many types of data.
Hexagon (Intergraph) CAD (I/CAD)	Formerly known as Intergraph, an American Corporation headquartered in Huntsville AL, was purchased and is now wholly owned by Hexagon AB of Stockholm, Sweden which operates under 35 brands worldwide. The Safety and Infrastructure division provides a Police/Fire/Emergency Medical Service Computer Aided Dispatch system known as ICAD. This system is currently in operation at Mesa.
HRM	Human Resource Management (HRM)
IBM MQSeries	IBM® MQ, formerly WebSphere MQ, is messaging middleware that integrates diverse applications and data across multiple platforms.
iCADLink	I/CADLink interfaces to the Hexagon I/CAD (Intergraph Computer Aided Dispatch) system to facilitate the automatic, periodic transfer of events from I/CAD to external systems. It provides configurable options to create calls for service, accidents, and incidents from I/CAD events.
ICD	Interface Control Document- details Scope, process, testing and roles and responsibilities of all parties involved with an interface.

Acronym/Term	Description
Incidents	Incidents are occurrences or events that Police are involved in, typically responding to from a call for service. A police incident report is a police agency's compiling of basic public information related to arrests, accidents or investigations made by law enforcement.
Incident Supplements	Incident Supplements are supplementary police reports that assists in the collection of information for police investigations. It is secondary to the primary report.
Intergraph iCAD	The Intergraph Computer-Aided Dispatch system currently in use at Mesa PD.
Intergraph Mobile for Public Safety, or MPS	The Intergraph mobile system currently in use at Mesa PD.
JPG	The JPG image file, commonly used for photographs and other complex still images on the Web. The JPEG file extension is used interchangeably with JPG. JPEG stands for Joint Photographic Experts Group who created the standard.
Law Enforcement Information Exchange (LInX)	The Law Enforcement Information Exchange (LInX) is a regional information sharing system created, coordinated, and primarily funded by the U.S. Naval Criminal Investigative Service (NCIS).
Maricopa County Attorney Office (MCAO)	The Maricopa County Attorney's Office is one of the nation's largest public prosecutorial agencies, serving nearly four million residents in the fourth largest county in the U.S.
Master Name	A unique record about an individual such as that individual's physical attributes, demographic information, and descriptive information.
Metadata	Metadata is data that describes other data. Meta is a prefix that in most information technology usages means "an underlying definition or description."
Microsoft Windows	Microsoft Windows is a graphical operating system, all of which are developed, marketed, and sold by Microsoft.
Mobile Data Terminal (MDT)	A System module that communicates with System servers and enables uploading reports, query generation and response, messaging, and other mobile System functions.
Mobile Report Entry (MRE)	The System module that is used for report entry, review, and approval.
Mobile workstation	A mobile device running the System's MRE and MDT Software modules.

Acronym/Term	Description
MRE Table Extract	A process that extracts look-up tables from the RMS, to be loaded into the Mobile Reporting Environment (MRE).
MVD	Arizona's Department of Transportation- Motor Vehicle Division
National Information Exchange Model (NIEM)	An International XML-based information exchange framework. NIEM represents a collaborative partnership of agencies and organizations across all levels of government (federal, state, tribal, and local) and with private industry. The purpose of this partnership is to effectively and efficiently share critical information at key decision points throughout the whole of the justice, public safety, emergency and disaster management, intelligence, and homeland security enterprise. NIEM is designed to develop, disseminate, and support enterprise-wide information exchange standards and processes that will enable jurisdictions to automate information sharing.
NCIC	The National Crime Information Center, or NCIC, has been called the lifeline of law enforcement—an electronic clearinghouse of crime data that can be tapped into by virtually every criminal justice agency nationwide, 24 hours a day, 365 days a year.
NHTSA (National Highway Traffic Safety Administration)	NHTSA is an arm of the U.S. Department of Transportation and provides Federal grants to States, so they can conduct effective highway safety programs.
NIST	National Institute of Standards and Technology (NIST) A federal agency under the U.S. Department of Commerce. Established a national standard for the protection of Controlled Unclassified Information (CUI) while residing in nonfederal information systems and organizations.
NLETS	The National Law Enforcement Telecommunications System (NLETS) provides secure network services and information exchange across the national and international communities, with primary emphasis on law enforcement, criminal justice, and public safety issues.
Officer/Unit Activity	Activity that individual Officers or Units are engaged in throughout a work shift. Typically documented through CAD activity and/or status, such as, responding to Call for Service, En Route to a call, Busy (free/lunch), Administrative, etc.
POCs	Point of Contacts
Portable Document Format (PDF)	A file format used to represent documents in a manner independent of application software, hardware, and operating systems. Each PDF file encapsulates a complete description of a fixed-layout flat document, including the text, fonts, graphics, and other information needed to display it.

Acronym/Term	Description
Prerequisites	Project tasks that need to be completed before a project task can start. Also applies to skills and training that must be possessed by City and RPA employees before they can use or be trained to use the System effectively.
primary/foreign key relationship	A primary key-foreign key relationship defines a one-to-many relationship between two tables in a relational database. A foreign key is a column or a set of columns in one table that references the primary key columns in another table.
private or confidential reports	Reports that are sensitive in nature, could be made invisible to general users by marking them private or confidential.
Production use	Operational use of the System.
Project Status Report	A periodic report compiled by the Contractors Project Manager that describes the current state of the project.
Property	The Property subsystem is used to enter details about property items categorized as evidence, found, seized, pawned, lost, or stolen.
Prosecutor	A lawyer who conducts the case against a defendant in a criminal court
Putty	PuTTY is a free and open-source terminal emulator, serial console and network file transfer application
Query	A precise request for information retrieval from a database and/or an information system.
Records management system (RMS)	Law enforcement or other records management Software that enables report entry as well as statistical analysis, queries and responses, relational database organizations, and associated functions and capabilities.
REST API	REST APIs facilitate client-server communications and architectures. If it's RESTful, it's built on this client-server principle, with round trips between the two passing payloads of information.
RMS Handles	A 'handle' represents a particular RMS role or function within a police agency rather than a specific individual. Handles can usually be filled by more than one person, which is useful in a police agency where people who work different shifts have the same responsibility,
S3 buckets	A bucket is a logical unit of storage in Amazon Web Services (AWS) object storage service, Simple Storage Solution S3. Buckets are used to store objects, which consist of data and metadata that describes the data.
Samba	Samba is a free software re-implementation of the SMB/CIFS networking protocol, originally developed by Andrew Tridgell.
Secure FTP (SFTP)	Also known as SSH File Transfer Protocol (Secure File Transfer Protocol, or SFTP) is a network protocol that provides file access, file transfer, and file management

Acronym/Term	Description
	functionalities over any reliable data stream. It was designed by the Internet Engineering Task Force (IETF) as an extension of the Secure Shell protocol (SSH) version 2.0.
Simple Object Access Protocol (SOAP)	A protocol specification for exchanging structured information in the implementation of Web Services in computer networks.
Site Configurable Transaction (SCT)/ Facility	A System module that enable the configuration and creation of NCIC forms and queries.
SQL	Structured Query Language (SQL) is a domain-specific language used in programming and designed for managing data held in a relational database management system (RDBMS).
SQL Query	A precise request for information retrieval from a database and/or an information system using Structured Query Language (SQL).
SSH	Secure Shell (SSH) is a cryptographic network protocol for operating network services securely over an unsecured network.
Statement of Work (SOW)	A statement of work (SOW) is a document routinely employed in the field of project management. It defines project-specific activities, deliverables and timelines for a vendor providing services to the client. The SOW typically also includes detailed requirements and pricing, with standard regulatory and governance terms and conditions.
Supplement	A supplemental police report is one of several articles of paperwork used to document crimes, investigations and incidents. It is secondary to the primary report and assists in the collection of information for police investigations.
The City	The City of Mesa, Arizona
Third/3rd Party	A company or person who may be indirectly involved but is not a principal party to an arrangement, contract, deal, lawsuit, or transaction.
Transcription queue	The System queue where approved report are stored and displayed prior to their going through the transcription process.
Unix	Unix is a family of multitasking, multiuser computer operating systems designed for flexibility and adaptability.
Versadex MRE	Versaterm, a privately traded corporation, provides a line of Public Safety Software Systems to agencies in North America under the umbrella brand name Versadex. Versadex MRE is Versaterm's Field Reporting product where MRE is an acronym for Mobile Report Entry. This system runs in many versions of the Windows operating system. This system will be installed on computers in Mesa Police Cruisers and will communicate wirelessly to the Mesa CAD and RMS systems.

Acronym/Term	Description
Versadex GIS application (VGI)	The Versaterm GIS Interface (VGI) is designed to generate the street index files, required by RMS & CAD, directly from ESRI Shapefiles.
Versadex JMS	Versaterm's Jail Management System within the Versadex suite.
Versadex Message Controller (VMC)	A Versaterm product that routes communication between various other Versaterm products. The VMC handles typical switch functionality and provides controller services. Queries that are run and MRE reports that are submitted through the MDT are one example.
Versadex Message Switch (VMS)	A Versaterm product that routes communication between various other Versaterm products. Functionality now rolled into VMC.
Versadex MWS	Versaterm, a privately traded corporation, provides a line of Public Safety Software Systems to agencies in North America under the umbrella brand name Versadex. Versadex MWS is a Mobile Work Station software solution that combines the functionality of a Mobile Data Terminal (MDT) and a Field Reporting System. This system runs in many versions of the Windows operating system. This system will be installed on computers in Mesa Police Cruisers and will communicate wirelessly to the Mesa CAD and RMS systems.
Versadex NCIC Gateway	The Versadex NCIC Gateway provides an interface from the Versadex CAD/RMS/Mobile Workstation (MWS) applications to the county, state and national databases (NCIC). The NCIC Gateway also provides central management for NCIC configurations and user access.
Versadex Personnel	The Personnel subsystem of the Versadex RMS offers police agencies an effective, integrated personnel management system. Minimally, the Personnel subsystem will define and drive user access to functionality and data within the RMS.
Versadex RMS	Versaterm, a privately traded corporation, provides a line of Public Safety Software Systems to agencies in North America under the umbrella brand name Versadex. Versadex RMS is the Records Management System which is being installed at Mesa. This system provides records keeping, report management, work flow, evidence management and advanced reporting to support investigations.

Acronym/Term	Description
Versaterm Data Mart (VDM)	A System database that contains high level data that is appropriate for statistical reporting purposes.
Versaterm eMVA	Within Versaterm's RMS- there is the ability to collect Motor Vehicle Accident data in an electronic format. electronic Motor Vehicle Accident.
Versaterm GIS Interface (VGI)	A Software tool included in the System that enables the RPA to convert and load required GIS data into the System.
Victim	A person harmed, injured, or killed as a result of a crime, accident, or other event or action.
VINE (Victim Information and Notification Everyday)	VINE is a victim notification network, empowering victims and concerned citizens with timely and reliable information regarding offenders.
vMail	Versadex Mail (vMail) is designed as a useful tool for communication between agency personnel and for receiving important system-generated information with the Versadex systems. The messages received in Versadex Mail are referred to as vMail messages to differentiate them from the messages received in other email applications.
Web service	A software system designed to support interoperable machine-to-machine interaction over a network. It has an interface described in a machine-processable format (specifically WSDL). Other systems interact with the Web service in a manner prescribed by its description using SOAP messages, typically conveyed using HTTP with an XML serialization in conjunction with other Web-related standards.
Web service description language (WSDL)	An XML-based interface description language that is used for describing the functionality offered by a web service. A WSDL description of a web service (also referred to as a WSDL file) provides a machine-readable description of how the service can be called, what parameters it expects, and what data structures it returns.
WebSphere MQ	IBM® MQ, formerly WebSphere MQ, is messaging middleware that integrates diverse applications and data across multiple platforms.
Workflow notification	An internal message sent to users/groups within the RMS that is triggered by some defined process.

Acronym/Term	Description
X and Y coordinates	A pair of values that represents the distance from an origin (0,0) along two axes, a horizontal axis (x), and a vertical axis (y). On a map, x,y coordinates (X = Longitude, Y = Latitude) are used to represent features at the location they are found on the earth's spherical surface. Latitude measures angular distance from the equator to a point north or south of the equator. While longitude is an angular measure of east/west from the Prime Meridian.
XML	XML is an acronym standing for Extensible Markup Language. This is a language that defines standards and rules for encoding documents in a format that can be understood by both computers and humans. It is primarily defined by the W3C's XML 1.0 Specification and is a free and open standard used extensively on the Internet.
Z values	The value for a given surface location that represents an attribute other than position. In an elevation or terrain model, the z-value represents elevation;

EXHIBIT B

INSURANCE REQUIREMENTS

1 OVERVIEW

The insurance obligations of the Contractor are outlined in Section 11 of the Agreement. The types and amounts of insurance are detailed in this Exhibit.

2 TYPES AND AMOUNTS OF INSURANCE

Contractor must obtain and retain throughout the term of the Agreement, at a minimum, the following:

1. Worker's compensation insurance in accordance with the provisions of Arizona law. If Contractor operates with no employees, Contractor must provide the City with written proof Contractor has no employees. If employees are hired during the course of this Agreement, Contractor must procure worker's compensations in accordance with Arizona law.
2. The Contractor shall maintain at all times during the term of this contract, a minimum amount of \$3 million per occurrence/\$5 million aggregate Commercial General Liability insurance, including Contractual Liability. For General Liability insurance, the City of Mesa, their agents, officials, volunteers, officers, elected officials or employees shall be named as additional insured, as evidenced by providing an additional insured endorsement.
3. Automobile liability, bodily injury and property damage with a limit of \$1 million per occurrence including owned, if applicable, hired and non-owned autos.
4. Professional Liability (Technology Errors and Omissions Liability), the Contractor shall maintain at all times during the term of this contract, a minimum amount of \$1 million per occurrence Professional Liability insurance.

Prior to the execution of the Contract, the Contractor shall provide the City with a Certificate of Insurance (using appropriate ACORD certificate) SIGNED by the Issuer, applicable endorsements, and the City reserves the right to request additional copies of any or all of the above policies, endorsements, or notices relating thereto.

When the City requires a Certificate of Insurance to be furnished, the Contractor's insurance shall be primary of all other sources available. When the City is a certificate holder, the Contractor agrees that no policy shall expire, be canceled or materially changed to affect the coverage available without advance written notice to the City.

5. "Waiver of Subrogation". The policies required by this agreement (or contract) shall contain a waiver of transfer rights of recovery (subrogation) against City, its agents, representatives, directors, elected officials, officers, employees, and volunteers for any claims arising out of the work of Contractor."
6. All insurance certificates and applicable endorsements are subject to review and approval by the City's Risk Manager.

EXHIBIT C

ANNUAL SUBSCRIPTION SUPPORT TERMS

1 SITE ACCESS

When requested by Contractor, the City is obligated to provide access to its premises, staff, and authorities, provided Contractor staff meet the security requirements noted in Section 7 of the Agreement.

2 PRODUCT SUPPORT

During the Production Period, Contractor may make Support available through access to Contractor's designated internet platform, and direct contact with the City. Such Support may consist of the periodic review of current outstanding questions and usage issues, new and upcoming releases of Major Enhancement and Minor Enhancements, and the periodic review of potential environment changes that could impact the use of the Product.

When appropriate, Contractor will connect to City infrastructure, workstation(s), and/or MDT(s) via SecureLink. City shall provide SecureLink VPN to Contractor at no cost to Contractor.

3 REGULAR TELEPHONE SUPPORT

During the Production Period, Contractor will make Support available by telephone to the Support Contact at substantially all times from 7:30 a.m. (EST) until 5:30 p.m. (City local time) each day except Saturdays, Sundays, and legal holidays in the jurisdiction of the City. To the extent possible by telephone, email, and remote communication, Contractor will attempt to identify and provide a workaround for the Problem and will use reasonable efforts to provide a final solution for the Problem, if that applies. Contractor will normally respond to a telephone requests for **Level 1 Errors** and **Level 2 Errors** within thirty (30) minutes of receipt of the call.

4 7X24 EMERGENCY TELEPHONE SUPPORT

Contractor will provide 7x24 Telephone Support that extends Support for problems identified as **Level 1 Errors** and **Level 2 Errors** to include all hours not already provided for within Regular Telephone Support. 7x24 Telephone Support allows the City's internal support staff that are technically capable and who first troubleshoot the problem, to authorize Contractor to provide 7x24 Telephone Support.

5 TERMINATION OF CORRECTIVE ACTION

Contractor may, but need not, terminate its corrective efforts under this Exhibit at any time if, in its business judgment:

- a. The City fails to perform its obligations under this Agreement; or
- b. The City is not using the then current unmodified version of the Product or other versions of the Product then supported by Contractor; or
- c. Contractor and/or the City is not able to reproduce the Problem in the applicable operating environment and verify that the Problem is in fact in the Product and not elsewhere; or
- d. The Problem is not material; or
- e. Further corrective efforts are not appropriate because the Problem has been identified and is caused by an external factor not within Contractor's control; or

- f. Contractor has declared the Problem as probably being caused by something external to the supplied Product, such as aberrations within the client's network (LAN and/or WAN and/or related network equipment). Contractor will terminate work on this Problem unless the City authorizes further diagnosis effort that may be billable separately under this Agreement when and if the suspected external problem source is confirmed. If confirmed as being caused by an external source, then such work will be billed on a time and materials basis at the then prevailing hourly rates for Support (whether within or outside normal support hours) and can be authorized by FAX or E-mail by the designated Support Authority or other as designated in writing to Contractor as having that authority.

6 REMEDIES

If the resolution methods and expectations outlined above are not met by Contractor, the City will convey any failure to meet the above expectations by formally contacting their Versaterm account manager to review the issue and resolve the matter. The expected outcome may be a plan detailing methods to ensure the expectations are met in the future. Should the City find that the plan or resolution is unsatisfactory, the City may request that the President of Versaterm meet with the City authorities to identify an action plan for the future. Should the City find that the plan or resolution is unsatisfactory after meeting with the President of Versaterm, then the dispute resolution shall move forward per Agreement section 17.5.1.4.

7 THIRD PARTY APPLICATIONS

7.1. Responsibilities for Planned Updates.

City shall provide Contractor with prompt notice, and in no case fewer than forty-five (45) days' advance notice, of any Third-Party Update by the Third-Party Provider of a Third-Party Application. Contractor shall undertake commercially reasonable efforts to patch, repair, or update the Product in order to integrate it with the updated Integrated Third Party Application. If the Third-Party fails to provide City with forty-five (45) days advance notice, City will make immediate notification to Contractor and will also make every reasonable effort to postpone the Update in order to provide at least forty-five (45) days advance notice to Contractor.

7.2. Responsibilities for Planned Upgrades.

City shall provide Contractor with prompt notice, and in no case fewer than ninety (90) days' advance notice, of any planned Third-Party Upgrade by the Third-Party Provider of a Third-Party Application. Contractor shall evaluate the time and resources required to patch, repair, or update the Product in order to integrate it with the upgraded Integrated Third-Party Application. The Parties shall engage in good faith negotiations to agree on the terms (including, without limitation, schedule and price) on which Contractor would develop a patch, repair, update, or upgrade to integrate the Product with the Integrated Third-Party Application. If the Third-Party fails to provide City with ninety (90) days advance notice, City will make immediate notification to Contractor and will also make every reasonable effort to postpone the Update in order to provide at least ninety (90) days advance notice to Contractor.

8 ERROR CLASSIFICATIONS

- 8.1. **“Level 1 Error”** means a critical issue resulting in a complete Product failure where the Product is not available for use. These types of errors may result in loss of data, data corruption, or inoperative servers. Examples include software defects or database failures.
- 8.2. **“Level 2 Error”** means a high priority problem that materially affects the operational use of either the entire Product or a specific component of the Product, and a procedural work-around is not available. An example would be a system-wide slowness of the Product.
- 8.3. **“Level 3 Error”** means situations where a specific component of the Product does not work as expected, and results in an incomplete, unintended, or erroneous operation. Productive use of the Product is not significantly impacted, and a procedural work-around is available. An example would be receiving a NIBRS edit message on a General Offence report where the error message does not apply to the case.
- 8.4. **“Level 4 Error”** means a minor issue relating to a specific component of the Product that does not affect the productive use of the Product or component. Examples include a field that is right-justified rather than left-justified or the usage of an inconsistent font.

EXHIBIT D: PRICE AND PAYMENT TERMS

1. PRICING AND PAYMENT

Versaterm shall be paid based on the fees schedules in this Exhibit.

2. FEES SCHEDULE FOR ONBOARDING SERVICES

Project Services	Amount
Project Management	\$352,625
Configure AWS Environment	\$97,350
Business Re-Engineering	\$429,215
Training (Train-the-Trainers)	\$248,983
Additional Conversion Effort *	\$187,250
Total Project Services	\$1,315,423

* Project includes 75 Days of Conversion effort, free of charge, as per RFP Response Clarification letter

Go-Live Interface OnBoarding Services	Amount
1. Hexagon CAD to Query RMS I/F	\$20,900
2. Hexagon CAD Call-For-Service I/F	\$7,300
3. Hexagon CAD to Versaterm MDT I/F	\$172,750
4. Court Ticket Extract I/F	\$65,850
5. ADOT Crash I/F	\$44,000
6. FARO Zone 2D I/F	\$0
7. ACJIS/NCIC I/F	\$16,050
8. BuyCrash I/F	\$21,650
9. CarFax I/F	\$7,300
10. CopLogic Citizen Reporting I/F	\$0
11. Versadex GIS I/F	\$24,550
12. HR System I/F	\$12,400
13. CopLink I/F	\$12,400
14. LInX I/F	\$21,400
15. ImageWare Mugshot I/F	\$7,300
16. Lexis Nexis Accurant I/F	\$30,450
17. Sagem Morpho AFIS/Livescan I/F	\$7,300
18. VMC to VMC (Tempe & Chandler)	\$0
19. JusticeTrax LIMS I/F	\$14,350
Total Go-Live Interface Onboarding Services	\$485,950

The total amount payable for Onboarding Services is \$1,315,423 + \$485,950 = **\$1,801,373**.

3. PAYMENT SCHEDULE FOR ONBOARDING SERVICES

The following payment schedule applies to the on-boarding phase of the project and relates to the specific tasks identified in Exhibit A.1 Statement of Work.

Payment #	Payment Milestone	Percentage	Payment
1	Task #3 Project Kick-Off Meeting	10%	\$180,137
2	Task #4 Establish Communication to AWS	5%	\$90,069
3	Task #6 Configuration Workshop #1	10%	\$180,137
4	Task #11 Configuration Workshop #3	10%	\$180,137
5	Task #15 Integration Testing Completion	10%	\$180,187
6	Task #23 Declare System Ready For Use	15%	\$270,206
7	Task #27 Production Use	15%	\$270,206
8	Task #29 Final Systems Acceptance	25%	\$450,343
	Total	100%	\$ 1,801,373

4. FEES SCHEDULE FOR SAAS SERVICES

- 4.1 The subscription fee for the first full year of the Production Period shall be paid in full and in advance within thirty (30) days after the Production Period begins, which shall set the date of future annual renewals (the “Subscription Payment Date”). The annual subscription fee for subsequent years of Software as a Service (each a “Subscription Renewal Term”) shall be paid in full and in advance on each annual Subscription Payment Date.
- 4.2 During the Production Period, the annual subscription fee for the Software as a Service shall be calculated as the “Annual Number of Officers” multiplied by the “Monthly Base Rate” multiplied by 12. This calculation can be expressed by the following equation:

$$A = NPO \times B \times 12$$

Where,

A is the annual subscription fee

NPO is the Number of Officers

B is the Monthly Base Rate

- 4.3 “Monthly Base Rate” (B) is the monthly charge per sworn employee for the SaaS Services. Increases in the Monthly Base Rate shall not exceed 5% per annual subscription. The Monthly Base Rate for the first Subscription Renewal Term shall be \$50. Versaterm will notify City regarding any pricing increases at least six (6) months prior to the beginning of a renewal term.
- 4.4 “Number of Officers” (NPO) is defined as the number of sworn employees as of the date that is ninety [90] days prior to the Subscription Payment Date, as certified by the Personnel Orders of the City’s Police Department. Notwithstanding the foregoing, the “Annual Number of Officers” during the first full year of the Production Period shall be 800.

- 4.5 The annual subscription fee for the first year of the Production Period shall be **\$480,000** as calculated below

$$A = 800 \times \$50 \times 12$$

5. EGRESS AND CONNECTIVITY

- 5.1 Versaterm will provision redundant VPN end points supporting a total capacity of 550 gigabytes per month. City is responsible for providing required City Gateway VPN hardware and software.
- 5.2 The City is responsible for all costs associated to establishing a Direct Connect connection to AWS.
- 5.3 The City Data shall be made available for egress for a total of 550 gigabytes per month. Any egress connectivity beyond this rate shall be charged periodically at prevailing rates at the time and shall be paid in full when and as required, and also according to the termination provisions set forth in Section 10 "Termination" of the Head Agreement.

6. DATABASE / DISK STORAGE

- 6.1 Database storage shall be made available as follows: a maximum of 200 gigabytes each for the Production Database and Production Read-Replica Database, 200 gigabytes for the Training Database, and 50 gigabytes for the Test/Implementation Database.
- 6.2 Disk Storage (for multimedia attachments and logs) shall be made available for a total maximum of 1 terabyte.
- 6.3 Any storage beyond this allocation shall be charged at the prevailing rates at the time and shall be paid in full when and as required, and also according to the termination provisions set forth in Section 10 "Termination" of the Head Agreement.
- 6.4 Versaterm will notify the City of current database/disk storage consumption prior to the annual subscription renewal so the City can take appropriate action (e.g. increase storage as required).

7. OPTIONS

The following provides a list of options to the City that they may request during the Initial Term of the Agreement.

Services	Type	Cost
25 Additional Project Service Days. The City can purchase these days in increments of 1 day.		\$48,750

The Estimated Cost may be reviewed and adjusted based upon further clarifications. A TBD indicates the cost was not estimated as details were insufficient at the time.

Interfaces	Type	Estimated Cost
A. Municipal Court Interface (Prosecutor Karpel system)	One-Time	\$62,700
B. Maricopa County Sheriff Pre-Booking I/F	One-Time	\$24,300
C. VINE	One-Time	\$19,200
D. LEADS OnLine Pawn Property Upload I/F	One-Time	\$57,100
F. Drug Recognition Expert Date Upload I/F	One-Time	\$61,000

Optional interfaces are payable upon production use.

Police/Fire Computer Aided Dispatch (CAD) Option

Versaterm is pleased to offer the integrated Police & Fire CAD option to the City. Based on the details provided by the City, the following option is provided. Note that for many of the interfaces, the City indicated that City personnel would develop/provide the interface.

License Subscription	Type	Cost	Notes
CAD Licenses	Annual Recurring	\$246,356	

OnBoarding Services	Cost	Notes
Project (OnBoarding) Services		
Project Management	\$208,750	
Installation / Software Configuration	\$35,750	
Business Re-Engineering / Configuration	\$175,000	
Training (Train-the-Trainers)	\$126,530	
Total OnBoarding Services	\$546,030	

Interface OnBoarding Costs	Cost	Notes
CAD Call-For-Service Transfer	\$0	City to develop i/f to Fire RMS
911 I/F	\$15,800	
ASAP Alarm Interface	\$14,100	
CAD2CAD (Phoenix Fire)	\$33,050	
Verint (Mlogin client) I/F		City to Provide/Develop
Paging I/F	\$16,050	
G2 Fire Station Alerting	\$17,750	
DECCAN Analytics and LiveMum I/F	\$67,050	Assume City will extract data for Analytics
Alarms Extract	\$0	Assume City will extract or use the standard extract interface/unload
Axon Extract		Assume City will extract
LexisNexis Extract	\$0	Included with RMS
OpenData Extract		Included with RMS or City will develop/provide

Verint Extract		Included with RMS or City will develop/provide
Patrol Logs Extract		Included with RMS or City will develop/provide
TriStar Extract		Included with RMS or City will develop/provide
Off Duty Extract		Included with RMS or City will develop/provide
Total Interface OnBoarding	\$163,800	

EXHIBIT E

LICENSE TERMS

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1 COMPLIANCE

The City will be responsible to Contractor for compliance with the restrictions on use and other terms and conditions of this Agreement by City and all of its Authorized Users.

2 LICENSE FOR USE (SAAS SERVICES)

Subject to the terms and conditions of this License Agreement and the payment of the applicable license fee, Contractor hereby grants to City, for use by its Authorized Users, a non-exclusive, non-transferable, non-sublicensable license to access the SaaS Services (as described in Annex A). The SaaS Services shall be accessible through an internet platform during the Term of this Agreement solely for the City's use in conjunction with the City of Mesa's Police Department's operations (and not for resale, access by third-parties, or for other commercial purposes).

Apart from the rights enumerated in this Agreement, the SaaS Services do not include a grant to the City any right to use, nor any ownership right, title, or other interest, in or relating to the Product, nor in any copy of any part of the SaaS Services.

3 LICENSE FOR USE (ON-SITE APPLICATION SOFTWARE)

Subject to the terms and conditions of this License Agreement and payment of the applicable license fee, Contractor hereby grants to the City, for use by its Authorized Users, a non-exclusive license to use the On-Site Application Software, and is solely for the City's use in conjunction with the City of Mesa's Police Department's operations.

Apart from the rights enumerated in this License Agreement, the License does not include a grant to the City, of any right to use, nor any ownership right, title or other interest, in or relating to the On-Site Application Software, nor in any copy of any part of the On-Site Application Software.

4 COPIES OF DOCUMENTATION

Contractor will provide City with access to the Documentation, as may be updated from time to time. The City may use the Documentation solely in connection with the use of Product, and may reproduce the Documentation, provided that each copy thereby produced shall be marked with Contractor's proprietary markings as delivered to the City. The City shall not use, print, copy, translate or display the Documentation in whole or part for any reason other than those expressly authorized in this License Agreement.

5 TITLE

As between Contractor and City, Contractor retains title to and ownership of the SaaS Services, On-Site Application Software, and Documentation, including Source Code, and all Intellectual Property Rights relating thereto (collectively, "Versaterm Intellectual Property"). Contractor's licensors retain title to and ownership of the Third-Party Data and the Third-Party Software, including all copyrights and other Intellectual Property relating thereto. City will have no rights with respect to SaaS Services, On-Site Application Software and Documentation, including Source Code, the Third-Party Data or the Third-Party Software, other than those expressly granted under this Agreement.

Any suggestions for changes or improvements to the Product that City provides to Contractor, whether solicited by Contractor or not, shall be owned by Contractor, and City hereby irrevocably assigns, and shall assign, to Contractor all rights, title, and interest in and to such suggestions. Contractor shall have no obligation to incorporate such suggestion into its products or services.

6 RESTRICTIONS ON USE

The City and its Authorized Users will not (and will not knowingly permit any third party to): (i) share the City's or any Authorized User's login credentials; (ii) reverse engineer, decompile, disassemble, or otherwise attempt to discern the source code, underlying ideas, algorithms, file formats, or interface protocols of the Product or any files contained in or generated by the Product; (iii) copy, modify, adapt, translate, or make derivative works of the Product, Third Party Data, or Third Party Software, or otherwise make any use, resell, distribute or sublicense the Product, Third Party Data or Third Party Software other than in connection with this Agreement; (iv) make the Product available on a "service bureau" basis or knowingly allow any unauthorized users to use the Product; (v) remove or modify any proprietary marking or restrictive legends placed on the Product, Third Party Data, or Third Party Software; (vi) create or augment any mapping-related dataset including a mapping or navigation dataset, business listings database, mailing list, or telemarketing list for use in an implementation that is not connected to the services; (vii) introduce into the Product any viruses, worms, defects, Trojan horses, malware, or any items of a destructive nature; (viii) hide or obscure any Authorized User's location; (ix) permit access or use of the Product for any activities other than to enhance the City's own services, where reliance solely on or failure to use the Product could lead to death, personal injury, or property damage. The City and its Authorized Users will not access the Product if in direct competition with Contractor, and will not allow access to the Product by any party who is in direct competition with Contractor, except with Contractor's prior written consent.

7 THIRD PARTY APPLICATIONS

If City installs or enables a Third Party Application for use with the Product, City grants Contractor permission to access City Data stored on that Third Party Application as required for the interoperation of that Third Party Application with the Product. In no event will Contractor be responsible for any Third Party Application, or any failure of a Third Party Application to properly interoperate with the Product. If Contractor receives information that a Third Party Application may violate any applicable laws or third-party rights, City will, promptly upon receiving notice of the foregoing from Contractor, disable any connection between such Third Party Application and the Product to resolve the potential violation (and if City fails to promptly disable such connection, Contractor shall have the right to do so).

8 THIRD-PARTY SOFTWARE

- 8.1. Usage of Third Party Software. Where there are any inconsistencies or conflict between the terms and conditions of Third-Party Software and the terms of this Agreement, such additional terms shall govern the City's use of the applicable Third-Party Software. Contractor-supplied Third Party Software license(s) are restricted for use solely with Contractor Application Software.
- 8.2. Disclaimer Regarding Third-Party Software. CONTRACTOR, NOT BEING THE PROVIDER OR MANUFACTURER OF THE THIRD-PARTY SOFTWARE, NOR THE PROVIDERS' OR MANUFACTURERS' AGENT, MAKES NO EXPRESS OR

IMPLIED WARRANTY OF ANY KIND WHATSOEVER WITH RESPECT TO THE THIRD-PARTY SOFTWARE AND DISCLAIMS ANY SUCH WARRANTIES THAT MIGHT OTHERWISE EXIST.

9 THIRD-PARTY DATA

City shall access and use the Third-Party Data in accordance with the terms and conditions of the agreement between the City and the provider of such Third-Party Data. CONTRACTOR, NOT BEING THE PROVIDER OR MANUFACTURER OF THE THIRD-PARTY DATA, NOR THE PROVIDERS OR MANUFACTURERS' AGENT, MAKES NO EXPRESS OR IMPLIED WARRANTY OF ANY KIND WHATSOEVER WITH RESPECT TO THE THIRD-PARTY DATA AND DISCLAIMS ANY SUCH WARRANTIES THAT MIGHT OTHERWISE EXIST.

10 CITY DATA

As between Contractor and City, City owns and shall retain all rights, title, and interest, including, without limitation, all Intellectual Property Rights, in and to City Data. City shall have the sole responsibility for the accuracy, quality, and legality of the City Data, including obtaining all rights and consents necessary to share the City Data with Contractor as set forth in this Agreement. Contractor shall not access City user accounts or City Data except: (i) in the course of data center operations, (ii) in response to services or technical issues, (iii) as required by the express terms of this Agreement, or (iv) at City's written request. Contractor shall not collect, access, or use user-specific City information except as strictly necessary to provide the Product to the City. Notwithstanding anything to the contrary contained herein, City hereby grants to Contractor an irrevocable, worldwide, royalty free, non-exclusive license to use the City Data to: (a) provide the Product to City and other Contractor subscribers; (b) analyze the City Data in anonymized and/or aggregate form in order to operate, maintain, manage, and improve the Product, create new products and services; and (c) for Contractor's internal purposes to improve the Product.

11 SOFTWARE ENHANCEMENTS AND OPTIONAL MODULES

Contractor shall supply the following, subject to the City's payment of applicable fees, and subject to and in accordance with the license rights, restrictions, terms, covenants, conditions, warranties, limitations, exclusions, and other provisions set forth in the Agreement:

- a. Major Enhancement Release(s) and/or Minor Enhancement Release(s) if any, to the City at no additional charge.
 - i. In the event of a Major Enhancement Release, Contractor will deploy such upgrades to the City's systems, as scheduled in advance, with appropriate notification to the City. With the goal of keeping such environments reasonably current, the City shall have 60 days to test the update, after which, the update shall become part of the program.
 - ii. In the event of a Minor Enhancement Release, Contractor will deploy such updates to the City's system, as scheduled in advance, with appropriate notification to the City. With the goal of keeping such environments reasonably current, the City shall have 30 days to test the update, after which, the update shall become part of the program.
- b. Interface modules that are developed by Contractor for interfacing the Product to other software products; provided, that such modules are specifically included in the Agreement.
- c. Changes to SaaS Services. Contractor software operates on a variety of common web browser types. Contractor reserves the right to provide the SaaS Services using only Versaterm Certified Browsers.

12 DISCLAIMER ON USE

THE AUTOMATIC VEHICLE ROUTING RECOMMENDATION COMPONENT ("AVRR COMPONENT"), IF LICENSED UNDER THIS AGREEMENT, IS INTENDED FOR USE AS ONE FACTOR IN DETERMINING THE BEST VEHICLE ROUTING FOR THE CITY, BUT IS NOT INTENDED TO BE USED AS THE SOLE SOURCE FOR DETERMINING ROUTING, NOR WHICH VEHICLES TO DEPLOY TO ADDRESS ANY EMERGENCY SITUATION. THE AVRR COMPONENT IS HEAVILY DEPENDENT ON THE QUALITY OF THE SOURCE MAPPING INFORMATION INPUTTED BY OR ON BEHALF OF CITY AND CONTRACTOR WILL HAVE NO RESPONSIBILITY OR LIABILITY FOR ANY ROUTING ERRORS AND/OR DELAYS, NOR ANY RESULTANT DAMAGE OR LOSS ARISING AS A RESULT OF THE MAPPING DATA OR FOR ANY DAMAGES OR LOSS CAUSED BY ANY DECISION MADE OR ACTION TAKEN IN RELIANCE ON THE AVRR COMPONENT.

ANNEX A – LIST OF LICENSED PROGRAMS

VERSATERM LICENSES

Versadex RMS
VGI GIS Maintenance Tool
Data Mart (VDM)
Tableau Desktop Professional
Versadex MDT: PoliceMDT Licenses
 Versadex RFLink Licenses
 MDT RMS Link Licenses
 MDT NCIC I/F Licenses
 MDT CAD Link Licenses
 MDT AVL License
 MDT Mapping Licenses
Versadex MRE: Mobile Report Entry Licenses
 Mobile Citations/Ticketing Licenses
 MRE eMVA License
Versaterm Message Controller (VMC)
vMobile

INTERFACES

CAD Call-For-Service Interface (Mesa AZ Intergraph CAD)
Versadex MDT to Intergraph CAD Interface
Faro Zone 2D Interface
Court Ticket Transfer Interface
ADOT Crash Report Interface
ACJIS/NCIC Interface
BuyCrash Accident Interface
CarFax Accident Interface
Coplogic Interface
Versadex GIS Interface (import tool)
HR System Interface
CopLink Interface
LInX Interface
ImageWare MugShot System Interface
Lexis Nexis Accurint Interface
Sagem Morpho AFIS/Livescan Interface
Query Interface to Versadex Customers (Tempe/Chandler)
Justice Trax LIMS Interface
Hexagon CAD to RMS Queries Interface

POST-LIVE INTERFACES

Drug Recognition Expert Data Export Interface
LEADS OnLine Pawn Property Ingest Interface
Maricopa County Attorney Office Interface
Maricopa County Sheriff Pre-Booking Arrest Transfer Interface
VINE Interface

EXHIBIT F

DOCUMENTATION

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OVERVIEW

This document lists all of the documentation that will be initially provided to the City, which includes product user guides and administration guides.

In future product releases of the Application Software, Versaterm will provide the City with product release notes detailing the new features included in each major product release.

RMS USER GUIDES

File Name	Document Description
01overview80us.pdf	Overview
02genoff80us.pdf	General Offense
03entities80us.pdf	Indexing Entities
04detailtextfucb80us.pdf	Details Pages, Narrative Text, Follow Ups, and Clearance Blocks
05texteditor80us.pdf	Text Editor
06textsearch80us.pdf	Text Search
07querybrowse80us.pdf	Query / Browse
08eventtrending80us.pdf	Event Trending
09ticket80us.pdf	Ticket
10streetcheck80us.pdf	Street Check
11crimdesc80us.pdf	Criminal Description
12flaggang80us.pdf	Flag and Gang Records
13registration80us.pdf	Registration
14civilprocess80us.pdf	Civil Process

15projectcase80us.pdf	Project Case
16bolo80us.pdf	BOLO
17attachments80us.pdf	Attachments
18vmail80us.pdf	Versadex Mail
19property80us.pdf	Property
20jms80us.pdf	Jail Management System
21subpoenatracking80us.pdf	Subpoena Tracking
22fastadd80us.pdf	Fast Add Towed / Stolen Vehicle
23releasetracking80us.pdf	Release Tracking
24reptapprtransrip80us.pdf	Report Approval and Transcription
25casemgmtuserguide80us.pdf	Case Management / Workflow
26remoteCADforRMS	Remote CAD for RMS
27personnel80us.pdf	Personnel
28fleetmgmt80us.pdf	Fleet Management
29cadcallmaint80us.pdf	CAD Call Maintenance
30emva80us.pdf	Electronic MVA Form
31psmuserguide80us.pdf	Property Scanning Module

RMS ADMINISTRATION GUIDES

File Name	Document Description
01configrms80us.pdf	Configuring the RMS
02security80us.pdf	Security and User maintenance
03orgtables80us.pdf	Maintaining the Organization Tables
04handles80us.pdf	Handles
05casemgmtadminguide80us.pdf	Case Management / Workflow Administrator Guide
06casemgmtimpguide80us.pdf	Case Management / Workflow Implementation Guide
07reports80us.pdf	Reports Overview
08officersched80us.pdf	Officer Scheduling
09nibrs80us.pdf	NIBRS Edit and Extract
10transentityinfo80us.pdf	Transferring Entity Information
11streetindex80us.pdf	Street Index

12proptagprint80us.pdf	Property Tag Printer
13propdisp80us.pdf	Property Disposal Process
14duplicatename80us.pdf	Duplicate Name Verification
15integncic80us.pdf	Integrated NCIC
16ncicvalidations80us.pdf	NCIC Validations
17pawnprop80us.pdf	Pawned Property
19customhardcopies80us.pdf	Custom Hardcopies
20notepad75us.pdf	Notepad
Us80datadictionary.pdf	Versadex Data Dictionary
USRMSAdvancedInternalsTraining80.pdf	Versadex Internals Training

MRE USER AND ADMINISTRATION GUIDES

File Name	Document Description
US MRE 7.5.NET Configuration Application, Admin Guide	US MRE 7.5.NET Configuration Application, Admin Guide
US MRE 7.5 Tree View - Generic Field Guide	US MRE 7.5 Tree View - Generic Field Guide

MDT USER AND ADMINISTRATION GUIDES

File Name	Document Description
Mobile Data Terminal 7.6 Generic Field Guide	Mobile Data Terminal 7.6 Generic Field Guide
MDT Designer 7.6 Administrator Guide	MDT Designer 7.6 Administrator Guide
MDT Map Configuration 7.6 Administrator Guide	MDT Map Configuration 7.6 Administrator Guide

EXHIBIT G

MINIMUM CLIENT AND PERIPHERAL SPECIFICATIONS

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OVERVIEW

This document identifies the minimum client and peripheral specifications to be supplied by the City, in order to run the Application Software and adhere to the system performance and availability standards specified in Exhibit A.8

The specifications included in this document are subject to change to support future Product Upgrades. When applicable, Versaterm will provide the City with updated specifications and recommendations.

1 WORKSTATION RECOMMENDATIONS

The following provides the recommended workstation configurations:

1.1 RMS CLIENT COMPUTERS

Computer	An IBM-compatible computer with full Windows Desktop Operating System (for desktop client installations)
Peripherals	Mouse or pointing device, COMM port, USB ports
Video	1200 x 800 resolution display monitor
Operating System	Microsoft Windows 7, 8.1, 10 (for desktop client installations)
Memory	4 GB
CPU	Intel or AMD 2 GHz dual core processor 1 GHz or faster 64-bit (x64) processor
Hard Drive	60 GB
Network Interface Card (NIC)	100 mbps Ethernet network adaptor
Other Software	Adobe Acrobat Reader, HTML5 supported browser (such as Microsoft Edge, Safari, Firefox or Chrome). Note that Chrome is the primary browser used by Versaterm and the only browser officially certified.
Usage - Versadex Records Management System (RMS) desktop client installation - webRMS - Other non-Versadex installations (e.g. Web browser, email, word processor, etc...)	

1.2 MOBILE DATA COMPUTERS (WITH MAPS)

Computer	An IBM-compatible computer with full Windows Desktop Operating System
Peripherals	Mouse or pointing device, COMM port, USB ports Touchscreen recommended
Video	Minimum: 1024 x 768 resolution, 24-bit color depth. MDT can be configured for displaying on non-standard screen aspect ratios. Accelerated graphics card: 64 MB minimum / 256 MB recommended, Shader Model 2.0 minimum, latest drivers
Operating System	Windows 7 SP1 - 32 and 64 bit, Windows 8.1 Windows 10
Memory	Recommended: 4 GB
CPU	Recommended: I5 or 2.5 GHz
Hard Drive	Recommended: 80 GB
Other Software	HTML5 supported browser (such as Microsoft Edge , Safari, Firefox or Chrome) .Net 4.5 Framework or higher
Usage - Versadex Mobile Data Terminal (MDT) installation (with the use of maps) - Versadex Mobile Report Entry (MRE) installation - webRMS - Other non-Versadex installations (e.g. Web browser, email, word processor, etc...)	

1.3 VMOBILE

Device	The vMobile application runs on Android and iOS. Devices must meet the following operating system requirements in order to run vMobile 1.3: • Android: version 6.0 or greater • iOS: version 11.0 or greater
Additional requirements:	

- VPN software to allow secure communications.
- Mobile Device Management software for deploying the application

2 HARDWARE PERIPHERALS

2.1 PROPERTY BAR CODE LABEL PRINTERS

Description / Recommendation:

- Smart Label Printer 420 (USB) (or equivalent)
- Zebra LP2844 or TLP2844 (or equivalent)

Usage:

Bar code label printers are used in the Versadex RMS Property sub-system to print bar code labels for in-custody items. They can also be used to print bar code labels for storage locations.

Note: Please refer to vConnect for the most up to date information on recommended property bar code label printers.

[vConnect > Documentation and Downloads > Information Sheets > Bar Code Printing and Scanning Equipment](#)

2.2 PROPERTY BAR CODE SCANNERS

Description / Recommendation:

- Wasp WCS3900 CCD bar code scanner (corded)
- Bluetooth™-enabled scanner LS4278 with STB 4208 (cordless)

Usage:

Bar code scanners are used in the Versadex RMS Property sub-system to read bar codes, typically when performing property control and evidence continuity group transactions. They are used to facilitate the retrieval of item information by bar code number.

Note: Please refer to vConnect for the most up to date information on recommended property bar code scanners.

[vConnect > Documentation and Downloads > Information Sheets > Bar Code Printing and Scanning Equipment](#)

2.3 DRIVERS LICENSE CARD SWIPE READERS

Description / Recommendation:

- POSH MX5 and MX5-K9
- MagTek Mini (USB) Swipe Reader (or equivalent)
- ESeek M-250 reader (or equivalent)

Usage:

The Versadex MRE and MDT support the use of both 2D and magnetic stripe readers to quickly enter person information. This is useful as users can perform quick person queries and prefill forms using driver's license information.

Note: Please refer to vConnect for the most up to date information on recommended card swipe readers.

[vConnect > Documentation and Downloads > Information Sheets > Card Scanner-Reader Support](#)

2.4 DOCUMENT SCANNERS

Description / Recommendation:

- HP ScanJet FG4050 flatbed scanner (or equivalent)
- Fujitsu FI60F flatbed scanner (or equivalent)

Usage:

Networked scanners are recommended to scan paper documents (using the native software that the scanner comes with), in order to attach the scanned files to events, entities, detail pages, property or narrative text.

Note: Please refer to vConnect for more information on how to choose a scanner.

[vConnect > Documentation and Downloads > Information Sheets > Choosing a scanner for Imaging](#)

Contract Exhibit 3

AMENDMENT NO. 1
CAD Extension

THIS FIRST AMENDMENT is made this 28th day of February, 2019, between CITY OF MESA ("City"), an Arizona municipal corporation, and VERSATERM INC. ("Versaterm"), a Canadian corporation having its office located at 2300 Carling Avenue, Ottawa, Ontario, to City and Versaterm's Police Department Records Management and Field-Based Reporting System Solution Agreement numbered #2017190 and dated July 3, 2018.

WITNESSETH

WHEREAS Versaterm and City entered into an agreement dated July 3, 2018 (the "Initial Agreement") with respect to, among other things, the purchase of a Records Management System; and,

WHEREAS Versaterm and City desire to amend the Initial Agreement to incorporate the Versaterm CAD (Computer-Aided Dispatch) extension, an option offered in "Exhibit A.9 – Options" under the Initial Agreement;

NOW THEREFORE in consideration of the mutual covenants herein contained, City and Versaterm hereby agree as follows:

1. "Annex A" and its accompanying exhibits, all of which detail the CAD extension, are incorporated into the Initial Agreement.

The Initial Agreement, as modified hereby, shall remain in full force and effect. If there is any conflict with or inconsistency between the terms of this Amendment and the terms of the Initial Agreement, then the terms of this Amendment will prevail to the extent of such conflict or inconsistency.

IN WITNESS WHEREOF, the parties have signed this Agreement Amendment No. 1 to be effective as of the date and year first written above.

Versaterm Inc.

City of Mesa

T Rosales
Signature

T ROSALES
Name

Secretary-Treasurer
Title

February 20, 2019
Date

[Signature]
Signature

Walter Wornick
Name

PRESIDENT
Title

Feb 20 / 2019
Date

Signature

Name

Title

Date

Signature

Name

Title

Date

Digitally signed by Edward
Quedens
DN: cn=Edward Quedens, o=City
of Mesa, ou=Business Services
Department,
email=ed.quedens@mesaaz.gov,
c=US
Date: 2019.02.27 06:42:07 -07'00'
Adobe Acrobat Reader version:
2019.010.20098

ANNEX A – CAD EXTENSION

For the purposes of this Annex A – CAD extension, all the terms and conditions of the Agreement apply except to the extent described in this Annex. For clarification, the terms and conditions for the RMS and Mobile Field Reporting Solution are not altered by Annex A and endure in Agreement #2017190.

1. **Definitions.** The following definitions shall have the meanings in the Annex and in any Exhibit hereto.
 - 1.1 **Add: Agreement** means the Police Department Records Management and Field-Based Reporting System Solution Agreement #2017190.
 - 1.2 **Add: Annex** means this Annex A “CAD Extension”, all exhibits attached hereto, all documents incorporated by reference herein or therein and all instruments supplemental and/or amendments hereto or thereto.
 - 1.3 **Replace Section 1.1: Application Software** means Versaterm’s proprietary programs, including both object code and source code, as described by the Versaterm-provided documentation, any subsequent release notes, and other pertinent documentation (attached hereto in Exhibit FF) which:
 - 1.1.1 Are listed on a component-by-component basis under the heading of “Application Software” in Exhibit DD to this Annex; and
 - 1.1.2 Includes any sort of Major and Minor Enhancement Releases and Customization.
 - 1.4 **Add: Contractor / Service Provider** means Versaterm Inc.
 - 1.5 **Replace Section 1.13: Documentation** means the user guides, administration guides, release notes, technical information, and training materials, and any other documentation provided by Contractor throughout the Annex for the CAD Solution that Contractor provides the City.
 - 1.6 **Replace Section 1.14: Exhibit** means one or more documents (sequentially-numbered), each of which includes a specific description of the Deliverables/Services to be provided, performance dates, price for such Deliverables/Services, and any other information necessary to document the parameters of the Deliverables/Services to be provided under this Annex .
 - 1.7 **Replace Section 1.15: Fees** means the monetary amount to be paid by the City to Contractor for the rights granted and Services provided under this Annex, as mutually agreed upon and listed in Exhibit DD.
 - 1.8 **Replace Section 1.16: Go Live** means the date on which the Onboarding Period ends, and the Production Period begins, as further defined in the Statement of Work (Exhibit AA.1).
 - 1.9 **Replace Section 1.21: On-Site Application Software** means Contractor’s proprietary software programs as described in the definition “Application Software” that are installed and used on City’s own systems or premises, on the license terms set out in Exhibit EE.
 - 1.10 **Replace Section 1.23: Onboarding Services** means the evaluation, consultation, implementation, customization, configuration, development of interfaces, and other services provided by Contractor in connection with the Product. This is including, but not limited to, project management, re-engineering/implementation, training, conversion, and installation as listed in the Price Sheet and Payment Schedule (Exhibit DD) and as further described in the Statement of Work (Exhibit AA.1), and related onboarding documentation, which are detailed in Exhibits AA through AA.10.

- 1.11 **Replace Section 1.27: Product** means the combination of the On-Site Application Software and Documentation, which the City is authorized under the License Terms in Exhibit EE to use in the course of their normal operations, and includes any sort of Major and Minor Enhancement Releases, and Customization.
 - 1.12 **Replace Section 1.32: Services** means the work provided by Contractor personnel, including but not limited to professional services, as described in the Exhibits to this Annex.
 - 1.13 **Replace Section 1.36: CAD Solution or Solution** means the **POLICE AND FIRE/EMS DEPARTMENT'S COMPUTER-AIDED DISPATCH SYSTEM** Solution, consisting of the Software, Services, and/or related items, as set forth in the RFP response and any other items to be provided as optional upon City's exercise of such option(s).
 - 1.14 **Replace Section 1.39: Support Authority** means the City's designated employee(s) authorized to approve additional, separately billable time and materials support work, beyond that included within this Annex.
2. **Replace Section 2: CAD Contract Documents, Order of Precedence.** The following Exhibits are hereby incorporated into this Annex by reference ("CAD Contract Documents"). In the event of any conflict among the CAD Contract Documents, the CAD Contract Documents will control in the following order:
- i. Exhibit AA – Onboarding Services (individual or collectively), as executed from time to time
 - a. Exhibit AA.1 – Statement of Work
 - b. Exhibit AA.2 – Project Schedule
 - c. Exhibit AA.3 – Interface Control Document (ICD)
 - d. Exhibit AA.4 – Data Conversion Statement
 - e. Exhibit AA.5 – Acceptance Testing Plan
 - f. Exhibit AA.6 – Training Plan
 - g. Exhibit AA.7 – Change Order Process
 - h. Exhibit AA.8 – System Performance and Availability Standards
 - i. Exhibit AA.9 – Enhancement Requests/Options
 - j. Exhibit AA.10 – Technical Glossary
 - ii. Exhibit BB – Insurance Requirements
 - iii. Exhibit CC – Annual Subscription Support Terms
 - iv. Exhibit DD – Price Sheet & Payment Terms
 - v. Exhibit EE – License Terms
 - vi. Exhibit FF – Documentation
 - vii. Exhibit GG – Minimum Client and Peripheral Specifications and City-Provided Hardware

All exhibits, attachments, schedules, and recitals to this are hereby incorporated into this Annex by this reference.

Mutually agreed upon changes may involve changes to software, hosting services, functionality, training, etc. with an associated additional cost, or it may entail changes to schedules, sequences, staff, etc. that do not involve changes to costs. Changes to the CAD Contract Documents, whether or

not they affect the cost, must be documented in writing. Changes without financial impact will be documented in the form of project status reports. All changes with financial impact or that result in any amendment to the terms of this Annex will follow the change order process set forth in Change Order Process (Exhibit AA.7).

3. **The Solution/Services.**

3.1 **Replace Section 4.1: Purpose.** This Annex, in addition to the Agreement, sets forth the terms and conditions under which Contractor agrees to provide the CAD Solution, as further set forth in Exhibit AA.

3.2 **Remove Section 4.4: Backup and Recovery of City Data.** As a part of the Services, Service Provider is making use of AWS high availability relational database services (RDS) supported across multiple AWS availability zones ("AZ"s) or data centers. That is, there is a both a primary database instance configured in one AZ, as well as a secondary database instance in a second AZ (or data center). The primary and secondary databases are replicated in near real time across AZ(s). Should errors be detected on the primary database instance, AWS RDS services will automatically promote the secondary database to primary. In addition to the above, Service Provider will also maintain separate backups of City Data, including daily database backups, and daily backups of multimedia file attachments and application log files.

In the case a database restore is required, the Service Provider will restore the database from the last daily database backup, and will apply database transaction logs (last complete written transaction log) to recover the database to a current point in time. The point in time recovery will only be available for database backups within the last seven days of daily backup from the current date. Otherwise, database backups will only be able to be recovered to the time the database backup was taken (weekly or monthly backup as appropriate). Database recovery from a backup is typically accomplished at a rate of 30-50MB/second, plus the time to apply the required database transaction logs. During a database recovery, the database is offline for the duration of the restore process.

Database and current file backups are stored in standard AWS cloud storage, where multiple copies are kept within different Availability Zones (data centers) in the secure GovCloud Region.

4. **Service Levels.**

4.1 **Remove Section 5.3: Performance Credits for Failure to Meet Service Levels.** As further described in an Exhibit, in the event Service Provider does not meet any (individual or collectively) of the requisite Service Levels, Service Provider shall:

5.3.1 reduce the applicable invoice to City by the amount of the applicable Performance Credits as a credit; and

5.3.2 use its best efforts to ensure that any un-met Service Level is subsequently met.

Notwithstanding the foregoing, Service Provider will use commercially reasonable efforts to minimize the impact or duration of any outage, interruption, or degradation of Service.

5. **Replace Section 6: Fees and Expenses.** City shall be responsible for and shall pay to Contractor the fees described in Exhibit DD, subject to the terms and conditions contained therein and detailed in this Annex. Any uncontested sum due to Contractor under an Exhibit for Services performed shall be due and payable forty-five (45) Days after City's receipt of a properly prepared invoice from Contractor.
- 5.1 **Replace Section 6.1: Billing Procedures.** Contractor shall bill to City the sums due pursuant to each Exhibit DD by Contractor's invoice, which shall contain:
- City purchase order number, if any, and invoice number; and
 - description of Software delivered and the amount thereof that is due, as applicable; and
 - the Services fee or portion thereof that is due, as applicable; and
 - sales/use taxes on tangible items, if any; and,
 - total amount due.
- 5.2 **Replace Section 6.2: Expense Reimbursement.** The Services Fee, set forth in Exhibit DD, includes all costs associated with Contractor's Services under the Exhibits, including without limitation, travel expenses and/or other expenses incurred during such work. Accordingly, the Contractor shall not be entitled to reimbursement for any expenses incurred as a result of the Services performed hereunder.
- 5.3 **Add Section 6.6: Subscription Fee.** The subscription fee, listed in Exhibit DD, for the first full year of the Production Period shall be paid in full and in advance within thirty (30) days after the Production Period begins, which shall set the date of future annual renewals (the "Subscription Payment Date"). The annual subscription fee for subsequent years of the subscription service (each a "Subscription Renewal term") shall be paid in full and in advance on each annual Subscription Payment Date.

6. **Information Security.**

- 6.1 **Replace Section 10.1: Undertaking by Contractor.** Without limiting Contractor's obligation of confidentiality as more fully described in Section 8, Non-Disclosure of Confidential Information, and only to the extent applicable to Contractor's remote access of the On-Site Application Software and Protected Data, Contractor shall be responsible for establishing and maintaining an information security program that is designed to:
- 10.1.1 ensure the security and confidentiality of Protected Data; and
 - 10.1.2 protect against any anticipated threats or hazards to the security or integrity of Protected Data; and
 - 10.1.3 protect against unauthorized access to or use of Protected Data; and
 - 10.1.4 ensure the proper disposal of Protected Data; and
 - 10.1.5 ensure that all subcontractors of Contractor, if any, comply with all of the foregoing.
- In no case shall the safeguards of Contractor's information security program be less stringent than the information security safeguards used by City. City's information security processes and policies are Confidential Information of City.

- 6.2 **Remove Section 10.2: Audit of Information Security Program.** City shall have the right to review Contractor's/Service Provider's information security program commencing one year following Go Live and from time to time during the term of this Annex. Commencing one year following Go Live, on an ongoing basis from time to time and with prior written notice, City, at its own expense, shall be entitled to perform, or to have performed, an on-site audit of Contractor's/Service Provider's information security program. In lieu of an on-site audit, upon request by City, Contractor/Service Provider agrees to complete, within forty-five (45 days) of receipt, an audit questionnaire provided by City regarding Contractor's/Service Provider's information security program.

For the purpose of clarity, Contractor's/Service Provider's information security program does not include that of Contractor's/Service Provider's hosted cloud service provider.

- 6.3 **Remove Section 10.3: Audit by Service Provider.** No less than annually, Service Provider shall conduct an independent third-party audit of its information security program (SOC 2 or equivalent) and provide such audit findings to City.

Contractor/Service Provider makes use of cloud services as provided by Amazon Web Services (AWS). Our hosted cloud service provider endeavours to follow best industry practices, and provides regular SOC 1, 2, and 3 audits. The results of these audits can be provided to the City upon request and upon completion of an NDA.

The hosted cloud service provider has an independent third party perform (SOC) audits of its data centers, and does not allow on-site data center access to customers.

- 6.4 **Remove Section 10.4: Audit Findings.** Contractor/Service Provider shall implement any required safeguards as reasonably identified by City or information security program audits, as it pertains to the Contractor/Service Provider's information security program.

- 6.5 **Replace Section 10.6: City Responsibilities.** The City is responsible for maintaining the security of user credentials (including user names and passwords as well as system administrator IDs and passwords, among others), and taking steps to maintain appropriate security and access to Protected Data.

The City agrees to be responsible for all activities undertaken by the City, City's Authorized Users, including City application administrators, and City end users that result in unauthorized access to the City account or Protected Data.

City is also responsible for ensuring users meet CJIS compliance for 2-factor authentication for any users accessing the Contractor/Service Provider applications.

7. **Replace Section 12: Limitation of Liability.**

EXCEPT AS OTHERWISE PROVIDED HEREIN, UNDER NO CIRCUMSTANCES SHALL EITHER PARTY'S LIABILITY WITH RESPECT TO ANY AND ALL CLAIMS ARISING FROM PERFORMANCE OR NONPERFORMANCE OF OBLIGATIONS SET FORTH UNDER THIS AGREEMENT OR ANY SUBJECT MATTER OF THIS AGREEMENT, IN TORT, INCLUDING ANY NEGLIGENCE, IN CONTRACT OR OTHERWISE, EXCEED THE AMOUNTS PAID BY CUSTOMER TO VERSATERM UNDER THIS AGREEMENT DURING ANY CONTRACT YEAR. A "Contract Year" means each twelve-month period commencing on the effective date (or any anniversary of the effective date) of this Agreement during the term.

THE FOREGOING LIMITATION SHALL NOT APPLY TO:

- A PARTY'S OBLIGATIONS OF INDEMNIFICATION, AS FURTHER DESCRIBED IN SECTION 13.3 OF THIS AGREEMENT; OR
- DAMAGES CAUSED BY A PARTY'S NEGLIGENCE OR WILFULL MISCONDUCT; OR
- A PARTY'S BREACH OF ITS OBLIGATIONS OF CONFIDENTIALITY, AS FURTHER DESCRIBED IN SECTION 8 OF THIS AGREEMENT.

Notwithstanding the aforementioned, Contractor's aggregate liability pursuant to the Data Breach Indemnification will not exceed \$1,000,000 during any Contract Year.

IN NO EVENT SHALL EITHER PARTY BE LIABLE FOR ANY INDIRECT, SPECIAL, PUNITIVE, INCIDENTAL OR CONSEQUENTIAL DAMAGES RELATED TO THIS AGREEMENT, WHETHER FORESEEABLE OR NOT, INCLUDING BUT NOT LIMITED TO LOST REVENUE OR PROFITS, LOSS OF DATA, LOSS OF USE OF PRODUCTS OR SERVICES, INTERRUPTION OF BUSINESS OR INCREASED OPERATING COSTS ARISING FROM ANY CAUSE OR ACTION WHATSOEVER, INCLUDING CONTRACT, WARRANTY, STRICT LIABILITY OR NEGLIGENCE.

Should City wish Contractor to enable interfaces with Third Party Systems, or in other words, the publishing and consuming of City Data by Third Party Systems published through the City network, City will assume all responsibility for Third Party System use of City Data. Contractor shall only be responsible for ensuring that the transfer of data adheres to CJIS compliance protocols. CONTRACTOR SHALL NOT, UNDER ANY CIRCUMSTANCES, BE RESPONSIBLE FOR THE MISUSE OF CITY DATA BY THIRD PARTY SYSTEMS, DATA BREACHES, DATA QUALITY, OR VIRUSES/MALWARE AS THEY RELATE TO OR ARISE OUT OF THIS SECTION. CONTRACTOR WILL NOT INDEMNIFY FOR ANY CLAIMS ARISING OUT OF ANY THIRD PARTY CLAIM FOR DATA BREACHES OR VIRUSES/MALWARE RELATED TO OR CAUSED BY THIRD PARTY SYSTEMS.

8. Indemnification.

8.1 **Replace Section 13.1: Contractor Indemnification.** Contractor agrees to indemnify, defend, and hold City, its officers, directors, agents, and employees (each, an "Indemnatee" and collectively, the "Indemnitees") harmless from and against any and all liabilities, demands, claims, suits, losses, damages, expenses, fines, or judgments (collectively "Claims"), including reasonable attorneys' witnesses' and expert witnesses' fees, costs, and expenses incidental thereto, which may be suffered by, accrued against, charged to, or recoverable from any City Indemnatee, by reason of any Claim arising out of or relating to any negligent act, error or omission, or misconduct of Contractor, its officers, directors, agents, employees, and subcontractors, during the performance of this Agreement, including, without limitation, Claims arising out of or relating to:

- bodily injury (including death) or damage to tangible personal or real property; or
- violation of any law or regulation; or
- a Virus/malware; or
- a breach of any representations made under this Annex.

Data Breach Indemnification. Subject to the Data Breach limitation outlined in Section 12, Contractor will indemnify, defend, and hold City Indemnitees harmless from and against any and all Claims arising out of any third party claim to the extent such claim is the result of a Data Breach resulting from Contractor's breach of its obligations.

For the purposes of this Section, "Data Breach" shall mean a security incident in which the Contractor transmits or provides access to data that is stored in the Services to an unauthorized person. A Data Breach does not include cases where the City transmits or otherwise provides access to data stored in the Services to un-authorized persons.

The foregoing indemnity shall not apply to the extent the applicable Claim resulted from the acts or omissions of City, its officers, directors, agents, or employees.

- 8.2 **Replace Section 13.3: Proprietary Rights Indemnification.** Contractor agrees to indemnify, defend, and hold City Indemnitees harmless from and against any and all Claims, including reasonable attorneys' fees, costs, and expenses incidental thereto, which may be suffered by, accrued against, charged to, or recoverable from any City Indemnitee, arising out of a claim that the Application Software infringes or misappropriates any United States or foreign patent, copyright, trade secret, trademark, or other proprietary right. In the event Contractor is enjoined from delivering the Application Software, either preliminary or permanently, or continuing to license such Application Software to City, and such injunction is not dissolved within thirty (30) days, or in the event City is adjudged, in any final order of a court of competent jurisdiction from which no appeal is taken, to have infringed upon or misappropriated any patent, copyright, trade secret, trademark, or other proprietary right in the use of the Application Software, then Contractor shall, at its expense:

- 13.3.1 obtain for City the right to continue using such Application Software; or
- 13.3.2 replace or modify such Application Software so that it does not infringe upon or misappropriate such proprietary right and is free to be delivered to and used by City; or
- 13.3.3 in the event that Contractor/Service Provider is unable, or determines in its reasonable judgment, that it is commercially unreasonable to take the action described in Section 13.3.1 or 13.3.2, and the issue is in the entire system or a major and critical component significantly affecting City's business operations, Contractor/Service Provider, at its sole cost and expense, shall accept return of Application Software, and refund to City an amount equal to a declining percentage of the total agreement price paid by the City, 100% of the fees during the first year of the term of this Agreement; 90%, 80%, 65%, and 50% of the fees in the second, third, fourth, and fifth years, respectively, of the term of this Agreement; and 0% thereafter.

9. Representations and Warranties.

- 9.1 **Replace Section 15.2: Contractor Representations and Warranties.** Contractor represents and warrants that:
- 15.2.1 CAD Solution/Services provided shall materially conform to all requirements of the CAD Contract Documents, all representations of Contractor, and shall be fit for all purposes and uses required by the Contract Documents;
 - 15.2.2 the Services to be performed under this Annex shall be performed in a competent and professional manner;

- 15.2.3 Contractor will utilize only experienced, responsible, and competent personnel in its performance under this Annex, and shall be fully responsible to City for the performance of its personnel;
- 15.2.4 Contractor has the experience and is qualified to perform the tasks involved with providing the CAD Solution/Services in an efficient and timely manner. Contractor acknowledges City is relying on Contractor's representation of its experience and expertise, and any substantial misrepresentation may result in damage to City;
- 15.2.5 the CAD Solution/Services will achieve in all material respects the functionality described in the CAD Contract Documents, and such functionality shall be maintained during the initial Term;
- 15.2.6 Contractor is the owner of the Services, Software and Documentation and/or Contractor has the right to license such Services, Software or Documentation, as applicable;
- 15.2.7 no portion of the Services, Software or Documentation infringes upon or violates any existing patent, copyright, trade secret or other intellectual property rights of any third party, as of the effective date of this Annex, to the best of Contractor's knowledge without further investigation;
- 15.2.8 the Software, Services, and any other work performed by Contractor hereunder shall be its own work, and shall not infringe upon any United States or foreign copyright, patent, trade secret, or other proprietary right, or misappropriate any trade secret, of any third party, and that it has neither assigned nor otherwise entered into an agreement by which it purports to assign or transfer any right, title, or interest to any technology or intellectual property right that would conflict with its obligations under this Annex;
- 15.2.9 Contractor will use its best efforts to ensure no Virus/malware is introduced into City's computer and network environment while providing or performing the CAD Solution or Services, and will adhere to City's then-current procedures to protect against the same, and, if Contractor transfers a Virus/malware to City through the CAD Solution or Services, Contractor shall reimburse City the actual cost incurred by City to remove or recover from the Virus/malware, including the costs of persons employed by City to remove or recover from the Virus/malware;
- 15.2.10 there is no outstanding litigation, arbitrated matter or other dispute to which Contractor is a party which, if decided unfavorably to Contractor, would reasonably be expected to have a potential or actual material adverse effect on Contractor's ability to fulfill its obligations under this Annex;
- 15.2.11 during the Warranty Period, Contractor warrants the CAD Solution components will function properly together without Defects.

10. Remedies.

- 10.1 **Replace Section 17.2: Notice of Failure to Perform under Exhibit AA.** The non-defaulting party shall provide written notice of such default. The defaulting party shall have 30 Days ("Cure Period") to perform after written notice is received, provided however, the defaulting party must commence performance, and diligently proceed to fulfill such obligation, within 2

Days and provide written notice to non-defaulting party of its efforts cure the default. If the defaulting party believes the nature of its default is such that more time than the Cure Period allows would reasonably be required to fulfill such obligation, then the defaulting party shall provide a written request for the additional time it deems necessary to perform, and the non-defaulting party shall not unreasonably withhold its approval for such request. In no event, however, shall any Cure Period exceed 60 Days. Any written notice shall specify the nature of the default and, if possible, the manner by which the default may be satisfactorily cured. If the default is not cured to the satisfaction of the non-defaulting party within the Cure Period, the non-defaulting party may terminate the Exhibit AA pursuant to Section 18.2, Termination of an Exhibit AA for Cause, and the termination shall be effective immediately or at such other date as specified by the terminating party.

11. Termination.

11.1 **Replace Section 18.2: Termination of Exhibit AA for Cause.** If Contractor breaches any of its duties or obligations under Exhibit AA, and such breach is not cured, or Contractor is not diligently pursuing a cure to City's sole satisfaction, as set forth in Section 17.2, then City may terminate the Exhibit AA without liability, in whole or in part, for cause as of the date specified in such notice.

11.2 **Replace Section 18.7: Transition Assistance Services.** In the event of expiration or termination of this Annex, in whole or in part, Contractor will provide to City and/or to City's replacement service provider ("Successor Service Provider") assistance reasonably requested by City to effect the orderly transition of the applicable Services to City or to Successor Service Provider ("Transition Assistance Services"). Transition Assistance Services shall be available to City, at City's sole cost and expense, during the 365 Day period prior to, and/or following, expiration or termination of this Annex ("Transition Assistance Period"). Provided that Contractor and City agree on the price and scope of the Transition Assistance Services, such Transition Assistance Services may include:

- 18.7.1 developing a plan for the orderly transition of the terminated Application Software from Service Provider to City or Successor Service Provider;
- 18.7.2 providing reasonable training to City staff or Successor Service Provider in the performance of the Services then being performed by Service Provider;
- 18.7.3 using commercially reasonable efforts to assist City, at City's sole cost and expense, in acquiring any necessary rights, where possible, to legally and physically access and use any third-party technologies and documentation then being used by Service Provider in connection with the Application Software;
- 18.7.4 using commercially reasonable efforts to make available to City, pursuant to mutually agreeable terms and conditions, any third-party services then being used by Service Provider in connection with the Application Software; and,
- 18.7.5 such other activities upon which the parties may agree.

11.3 **Replace Section 18.8: Payments Upon Termination.** Upon termination of this Annex, City shall pay to Contractor all undisputed Fees due and payable, as follows:

- 18.8.1 Contractor shall be paid the pro-rated value of all Services in progress as of the effective date of the termination notice, provided however, that such payment shall

not exceed the payment amount associated with the progress payment applicable to the Services. If termination is for Contractor's uncured breach, City will not be required to release any Hold-Back Amounts (if any) or pay for Services that resulted in the uncured breach;

18.8.2 the cost of all materials and outside services, which have been reasonably placed on order by Contractor on behalf of City under this Annex, or, as applicable, any cancellation charges (including, but not limited to, restocking fees) relating to such materials and outside services; and

18.8.3 within 30 days of receipt of invoice.

Contract Exhibit 4

Versaterm Public Safety Inc. and City of Mesa
Amendment No. 2 to Contract No. 2017190

AMENDMENT 2 TO CONTRACT NO. 2017190

RMS AND CAD

THIS SECOND AMENDMENT is made this 30th day of June, 2023, by and between **CITY OF MESA** ("City"), an Arizona municipal corporation, and **VERSATERM PUBLIC SAFETY INC.** ("Versaterm"), a British Columbia corporation having its office located at 400-1331 Clyde Avenue, Ottawa, Ontario, (individually a "Party" and collectively the "Parties") to City and Versaterm's Police Department Records Management and Field-Based Reporting System Solution Agreement.

WITNESSETH

WHEREAS Versaterm Inc. and City entered into an agreement numbered 2017190 and dated July 3, 2018 with respect to, among other things, the purchase of the Versaterm Records Management System (vRMS), as amended by Amendment 1 (CAD Extension) numbered 2017190-1 and dated February 28, 2019 with respect to the purchase of the Versaterm Computer-Aided Dispatch System (vCAD) (collectively the "Initial Agreement"); and

WHEREAS Versaterm Inc. was continued into the Province of British Columbia, and on continuance, changed its name to Versaterm Public Safety Inc., and upon amalgamation with Banneker V Acquisition Inc., the entities then collectively formed Versaterm Public Safety Inc.; and

WHEREAS the Initial Agreement was assigned to Versaterm Public Safety Inc.; and

WHEREAS the Parties now wish to amend the Initial Agreement as described herein.

NOW, THEREFORE, the Parties hereby agree as follows:

1. The Term of the Agreement is hereby extended for an additional five (5) years ending on October 31, 2028.
2. The annual Versaterm On-Site Visit Fee shall be \$24,875, and shall be invoiced with the annual Subscription Fee in advance of each annual CAD Subscription Renewal Term.
3. Section 4.3 "Monthly Base Rate" of Exhibit D "Price and Payment Terms" shall be replaced in its entirety by the following:

3.3 "Monthly Base Rate" (B) is the monthly charge per sworn employee for the SaaS Services. Increases in the Monthly Base Rate shall not exceed CPI + 4% per

Versaterm Public Safety Inc. and City of Mesa
Amendment No. 2 to Contract No. 2017190

annual subscription. The Monthly Base Rate for the first Subscription Renewal Term shall be \$50. Versaterm will notify City regarding any pricing increases at least six (6) months prior to the beginning of a Subscription Renewal Term.

4. The Section titled "Software Licenses/Subscription" of Exhibit DD "Price Sheet and Payment Terms" is revised to reflect, "the annual percentage increase for application software subscription shall not exceed CPI + 4%" in the last sentence.
5. The Initial Agreement, as modified hereby, shall remain in full force and effect. If there is any conflict or inconsistency with the terms of this Amendment 2 and the terms of the Initial Agreement, then the terms of this Amendment 2 shall prevail to the extent of such conflict or inconsistency.

IN WITNESS WHEREOF, the Parties hereto have caused these presents to be executed as of the day and year first written above.

Versaterm Public Safety Inc.

City of Mesa

DocuSigned by:
Warren Loomis
0458447107714C1...
Signature Warren Loomis
Name President & CEO
Title September 25, 2023
Date

G. Nesbit #11424
Signature Gina Nesbit
Name Assistant Chief
Title 9/15/23
Date

DocuSigned by:
T. Rosales
58740B7E0B0040...
Signature Terri Rosales
Name VP Finance and Admin
Title September 25, 2023
Date

Signature
Name
Title
Date