



DECCAN INTERNATIONAL

Decision-support software solutions for Fire & EMS

Williamson County, TX

LiveMUM 2.0

By Deccan International

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1. Purpose of Maintenance and Support Contract

This Maintenance and Support Contract has been prepared for clarifying the work to be performed by Deccan International (“Deccan”) for Williamson County (Wilco) (herein referred to as the “Client”) towards maintaining Deccan International’s LiveMUM 2.0 application.

2. Overview of LiveMUM 2.0

Live Move-Up Module (LiveMUM 2.0) is a software tool that interfaces with a live CAD system to display to Communication Center dispatchers current coverage in real time and offer move-up recommendations based on various criteria (business rules and/or operational procedures) set by the Communication Center. LiveMUM 2.0 does the following:

- Takes the guesswork out of move-ups.
- Eliminates dependence on pre-plans, which are of limited use.
- Allow dispatchers to test out and evaluate the effectiveness of planned move-ups.
- Equips dispatchers with move-up rationale to show field units why a move-up is necessary.
- Ensures a consistency of move-up quality across all the dispatchers.

2.1 General Specifications

1. LiveMUM 2.0 analyzes CAD data and displays color-coded maps for specified unit types, which illustrate coverage in real time, thus allowing dispatchers to view weaknesses and strengths in coverage.
2. LiveMUM 2.0 makes tactical redeployment (move-up) recommendations in real time based on criteria set by the Communication Center.
3. Communication Center staff may test the effectiveness of their own move-ups, taking into account information not available to the LiveMUM 2.0.
4. LiveMUM 2.0 incorporates an extensive list of business rules and/or operational procedures and strategies that dispatchers utilize when dispatching and redeploying units.
5. A user may make alternate recommendations beyond LiveMUM 2.0’s standard recommendations. LiveMUM 2.0 features the ability to calculate coverage scores and what the impact may be by using the user’s recommendation.

2.2 Software Specifications

1. LiveMUM 2.0 offers a user-friendly interface employing a Graphic User Interface (GUI) operating in a Windows environment.
2. Once installed, Communication Center staff may use LiveMUM 2.0 to perform area coverage & redeployment analysis in a convenient fashion without the assistance of analysts or other external personnel. Please see sections below for details on area coverage and redeployment analysis.
3. User inputs and actions are intuitive and utilize a pointing device, pull-down menus and standardized tables.

4. The primary display is the client's map with the client's response areas displayed. The display supports zoom features for selected response areas and/or grids.
5. LiveMUM 2.0 permits the storage and retrieval of logs on disk for later analysis.
6. LiveMUM 2.0 allows the application to be run in three settings: Live, Static, and Replay.
7. Live setting allows for move-up recommendations to be determined using real-time data from the CAD system and customized by client's business rules.
8. Static setting allows client to create scenarios and specific move-up recommendations for use in live setting. Static mode is also useful, should the CAD system go offline, for running realistic coverage and move-up recommendations without real-time data from the CAD system.
9. Replay setting allows client to replay past log files to review move-up recommendations or configure LiveMUM 2.0 for future scenarios. This tool is useful to determine performance during extreme settings such as multi-alarm fires.
10. LiveMUM 2.0 allows multiple map layers to be included such as water layers, major roads or highways, hospitals, and major landmarks. These layers may help make the visual map easier to navigate for end users
11. LiveMUM 2.0 features the ability to analyze call volume to predict when move-ups may not be required due to low call volume. This tool helps minimize unnecessary move-ups in addition to the regular business rules configured by the user.
12. Calculations are made based on all capabilities so as to not negatively impact one capability while positively impacting another. Also, this will help minimize the number of move-ups and maximize the effectiveness of move-ups.

3. Annual Maintenance and Support

Annual Maintenance and Support for LiveMUM 2.0 begins immediately after the installation of the SSE. The services provided as part of the Annual Maintenance and Support Plan for LiveMUM 2.0 are included below.

3.1 Services offered As a Part of Regular Maintenance and Support

3.1.1 Bi-Annual Data Refreshes

LiveMUM 2.0 uses CAD data from actual events to analyze past coverage holes and call volume to best recommend move-ups. As such, the currency of the application is dependent on the currency of the CAD data on which it is based. To keep the application current, it will have to be regularly updated with CAD data built up since the last update. This task involves, among others, updating ETBs, identifying new units, stations, incident types, and unit types in the new CAD data and updating LiveMUM 2.0 Code Tables and business rules to reflect them. Towards this end, CLIENT NAME is responsible for providing to Deccan the most recent CAD data that is available, as well as feedback regarding any new units, unit types, stations and/or incident types that are identified in the new CAD data. Deccan is responsible for updating the application with this information.

As part of the Annual Maintenance and Support Plan, these tasks will be performed bi-annually by Deccan International. In between updates, it is possible for the Client to add units; Deccan does not currently support a convenient utility for this task, but will

assist the client in adding units at any time. If the Client prefers to add units directly to a Units table themselves, Deccan International will train the Client on this task. Since directly adding units to tables is not a foolproof task, the Client will have to do this with care. At some point in the future, Deccan International hopes to eliminate this activity by having LiveMUM 2.0 directly recognize new unit additions by listening to CAD.

LiveMUM 2.0 code tables reflect the Client's current requirements of its move-up strategy. As such, if the Client's move-up strategy changes the application would have to be updated to reflect these changes. Changes that involve updating tables consistent with the current rules contained in Client's LiveMUM 2.0 implementation are part of normal maintenance and support. If the rules contained in Client's LiveMUM 2.0 implementation are modified or new rules are added, then additional coding will be required at additional cost. Deccan will quote a fixed cost for the task.

Deccan will assist the client with changing LiveMUM 2.0 zones during the bi-annual refresher. Zones changes between bi-annual refreshers will be at additional cost.

Currently, changing streets in LiveMUM 2.0 is a process that requires data to be sent by the Client to Deccan. Deccan will always have to assist with changing streets, and this service is included during the bi-annual refresher. Updating the street network under any other circumstances will require additional cost.

3.1.2 Ongoing Technical Support

As part of the Annual Maintenance and Support Plan, Deccan will provide technical support via phone during normal business hours 0900 to 1700 Pacific Time, Monday through Friday, with the exception of Deccan-observed holidays. Deccan-observed holidays include New Year's Day, Martin Luther King Jr. Day, President's Day, Memorial Day, Independence Day (July 4th), Labor Day, Thanksgiving Day, the Day after Thanksgiving, Christmas Eve Day, and Christmas Day.

3.1.3 Application Enhancements

As a part of the goal to ensure that the application continues to meet client needs, Deccan would add features to the application on a continual basis. As part of Maintenance and Support, Deccan would offer these enhancement features during the maintenance cycle. However, any additional modules that are not part of these enhancement features would be available to the department for an additional cost.

3.1.4 Specific Feature Updates Needed by the Department

The Client may, on occasions, need a special feature that is not currently present so as to make productive use of Deccan's applications. In that case, as part of the Annual Maintenance and Support Plan, as long as the work needed to provide by the features is not excessive, Deccan will work with the Client on a mutually acceptable date for delivery of the critically needed feature within reason. If the feature requires a great amount of research and development, Deccan will provide the feature at cost to be negotiated with the Client.

3.1.5 Project Manager

Deccan International will appoint one project manager for LiveMUM 2.0 to serve as the primary point of contact and coordinate all project-associated tasks for the Client.

3.1.6 Training Services

Additional training courses for LiveMUM 2.0 can be scheduled upon the Client's request. All training is conducted remotely using the web using an online meeting tool such as JoinMe.

As part of the Annual Maintenance and Support Plan, these tasks will be performed bi-annually by Deccan.

3.2 Annual Maintenance and Support Plan Fees

Please refer to the yearly maintenance renewal notification for the Annual Maintenance and Support Fees for LiveMUM 2.0.

3.3 Payment Terms & Termination

Texas Prompt Payment Act Compliance: Payment for goods and services shall be governed by Chapter 2251 of the Texas Government Code. An invoice shall be deemed overdue the 31st day after the later of (1) the date Client receives the goods under the contract; (2) the date the performance of the service under the contract is completed; or (3) the date the Williamson County Auditor receives an invoice for the goods or services. Interest charges for any overdue payments shall be paid by Client in accordance with Texas Government Code Section 2251.025. More specifically, the rate of interest that shall accrue on a late payment is the rate in effect on September 1 of Client's fiscal year in which the payment becomes due. The said rate in effect on September 1 shall be equal to the sum of one percent (1%); and (2) the prime rate published in the Wall Street Journal on the first day of July of the preceding fiscal year that does not fall on a Saturday or Sunday.

If this Agreement is terminated by Deccan International, the Client shall receive a refund equal to a pro-rata share of the Annual Maintenance and Support Plan fees on the paid amounts to Deccan International. The pro-rata share of fees to be refunded shall equal the fraction for which the numerator is the number of months or partial months during which Deccan International did not provide services during the year and the denominator is 12 multiplied by the annual fees assessed pursuant to section 3.2. This agreement may be terminated at any time at the option of Client, without future or prospective liability for performance upon giving ninety (90) days written notice thereof. In the event of Client termination, Client will only be liable for its pro rata share of services rendered and goods actually received through the effective date of Client's termination.



Deccan (signature)

Jonathan Elson

Deccan (printed name)

11/3/2022

Date

Client (signature)

Client (printed name)

Date