

Agreement for Services and Goods With Mission Critical Partners LLC

This Agreement for Services and Goods (“Agreement”) between Williamson County, Texas, a political subdivision of the State of Texas (“County”) and Mission Critical Partners LLC (“MCP”) is entered into in accordance with the following terms and conditions:

ARTICLE 1 SCOPE OF WORK: The County desires to retain MCP for the services and goods relating to Drafting of the County’s Request for Proposals for a new body-worn and in-car camera system for the Sheriff’s Office (hereinafter called the “Project”). MCP shall have the overall responsibility for and shall provide complete services and furnish all goods, and labor as necessary or reasonably inferable to complete the Project, for all phases of the Project, in accordance with the County’s requirements and the terms of this Agreement (hereinafter collectively referred to as the “Work”).

ARTICLE 2 FEE: MCP will be compensated based on the pricing and rates set forth in the attached **MCP Proposal dated June 6, 2025** marked as **Exhibit “A,”** which is incorporated herein to the extent it meets or exceeds the requirements of County’s solicitation, if applicable and in accordance with Houston Galveston Area Council (H-GAC) Purchase Contract #HP08-21, incorporated by reference. The not-to-exceed amount under this Agreement shall be **One Hundred Forty Thousand Five Hundred Forty-Six Dollars and Ninety-One Cents (\$140,546.91)**.

ARTICLE 3 PLANS AND SPECIFICATIONS: The Work shall be performed pursuant to and in accordance with the plans, requirements and specifications attached hereto as **Exhibit “A,”** as well as any revisions made thereto.

ARTICLE 4 CONTRACT TIME:

4.1 MCP shall commence the Work upon instruction to do so from the County and shall achieve Final Completion on or before September 30, 2025. County shall determine when the Project has been fully and finally completed to its satisfaction. The time set forth for Final Completion of the work is an essential element of the Agreement.

ARTICLE 5 PAYMENT:

5.1 Itemized Costs and Values

MCP shall submit to the County, before the first Application for Payment, an itemized list of each activity and goods required to complete the Work, which shall include corresponding costs and values for such Work. This itemized list of costs and values, unless objected to by the County, shall be used as a basis for reviewing the MCP's Applications for Payment.

5.2 Applications For Payment

MCP shall submit to the County an itemized Application for Payment prepared in accordance with the itemized list of costs and values for completed portions of the Work. Such application shall be notarized, if required, and supported by such data substantiating MCP's right to payment as the County may require, such as copies of requisitions from subcontractors and material suppliers.

5.2.1.1 Such applications may include requests for payment on account of changes in the Work that have been properly authorized by written Change Orders.

5.2.1.2 Applications for Payment shall not include requests for payment for portions of the Work for which MCP does not intend to pay a subcontractor or material supplier unless such Work has been performed by others whom the MCP intends to pay.

5.2.1.3 If requested by County or required elsewhere in the Agreement, each Application for Payment shall be accompanied by the following, all in a form and substance satisfactory to the County:

- a. With each Application for Payment: a current Sworn Statement from MCP setting forth all subcontractors and all material suppliers with whom MCP has subcontracted, the amount of each such subcontract, the amount requested for any subcontractor or material supplier in the Application for Payment, and the amount to be paid to MCP from such progress payment; and
- b. Such other information, documentation, and materials as MCP may require in order to ensure that County's property is free of claims.

5.2.2 MCP warrants that, upon submittal of an Application for Payment, all Work for which Certificates for Payment have been previously issued and payments received from the County shall, to the best of MCP's knowledge, information and belief, be free and clear of claims, security interests or encumbrances in favor of MCP, subcontractors, material suppliers, or other persons or entities making a claim by reason of having provided labor, materials and equipment relating to the Work. MCP expressly undertakes to defend County, at MCP's sole expense, against any actions, lawsuits, or proceedings brought against County as a result of claims for payment filed against the County in relation to the Work, or any portion of the property of any of County, provided the County has paid MCP pursuant to the requirements of the Agreement. MCP hereby agrees to indemnify and hold County harmless against any such claims for payment and agrees to pay any judgment resulting from any such actions, lawsuits, or proceedings.

5.3 Certificates For Payment

- 5.3.1** The County will, within seven (7) business days after receipt of MCP's Application for Payment, issue a Certificate for Payment, with a copy to MCP, for such amount as the County determines is properly due, or notify MCP in writing of the County's reasons for withholding certification in whole or in part as provided.
- 5.3.2** The issuance of a Certificate for Payment will constitute a representation by the County, based on the County's evaluation of the Work and the data comprising the Application for Payment, that, to the best of the County's knowledge, information and belief, the Work has progressed to the point indicated and that the quality of the Work is in accordance with the Agreement. The foregoing representations are subject to an evaluation of the Work for conformance with the Agreement upon Final Completion, to results of subsequent tests and inspections, to correction of minor deviations from the Agreement prior to completion and to specific qualifications expressed by the County. The issuance of a Certificate for Payment will further constitute a representation that MCP is entitled to payment in the amount certified. However, the issuance of a Certificate for Payment will not be a representation that the County has (1) made exhaustive or continuous on-site inspections to check the quality or quantity of the Work, (2) reviewed means, methods, techniques, sequences or procedures, (3) reviewed copies of requisitions received from subcontractors and material suppliers and other data requested by the County to substantiate MCP's right to payment, or (4) made examination to ascertain how or for what purpose MCP has used money previously paid on account of the Fee.

5.4 Decisions To Withhold Certification

- 5.4.1** The County may withhold a Certificate for Payment in whole or in part, to the extent reasonably necessary to protect the County, if in the County's opinion the representations to the County required herein cannot be made. If the County is unable to certify payment in the amount of the Application, the County will notify MCP. If MCP or MCP and County, as the case may be, cannot agree on a revised amount, the County will promptly issue a Certificate for Payment for the amount that can be certified. The County may also withhold a Certificate for Payment or, because of subsequently discovered evidence, may nullify the whole or a part of a Certificate for Payment previously issued, to such extent as may be necessary in the County's opinion to protect the County from loss for which MCP is responsible because of:
- 5.4.1.1** defective Work not remedied;
 - 5.4.1.2** third party claims filed or reasonable evidence indicating probable filing of such claims;
 - 5.4.1.3** failure of MCP to make payments properly to subcontractors or for labor, materials or equipment;
 - 5.4.1.4** reasonable evidence that the Work cannot be completed for the unpaid balance

of the Fee;

5.4.1.5 damage to the County or a separate contractor;

5.4.1.6 failure to maintain the scheduled progress, or reasonable evidence that the Work will not be completed within the Contract Time;

5.4.1.7 failure to include sufficient documentation to support the amount of payment requested for the Project;

5.4.1.8 failure to obtain, maintain, or renew insurance coverage required by the Agreement; or

5.4.1.9 repeated failure to carry out the Work in accordance with the Agreement.

5.4.2 When the above reasons for withholding certification are removed, certification will be made for amounts previously withheld.

5.5 Progress Payments

5.5.1 The County shall make payment in the manner and within the time provided in the Agreement and in accordance with Texas Government Code, Chapter 2251.

5.5.2 MCP shall pay each subcontractor and material, goods and equipment suppliers no later than ten (10) calendar days after receipt of payment from the County the amount to which the subcontractor or material and equipment suppliers is entitled. MCP shall, by appropriate agreement with each subcontractor, require each subcontractor to make payments to sub-subcontractors in a similar manner.

5.5.3 The County has the right to request written evidence from MCP that MCP has properly paid subcontractors and material, goods and equipment suppliers amounts paid by the County to MCP for subcontracted Work. If MCP fails to furnish such evidence within seven (7) calendar days, the County shall have the right to contact subcontractors to ascertain whether they have been properly paid. MCP shall not have an obligation to pay or to see to the payment of money to a subcontractor, except as may otherwise be required by law.

5.5.4 A Certificate for Payment, a progress payment, or partial or entire use of the Project by the County shall not constitute acceptance of Work not in accordance with the Agreement.

5.6 Failure Of Payment

5.6.1 If the County is required to issue Certificates for Payment and, through no fault of MCP, the County fails to timely issue Certificates for Payment in the time permitted in the Agreement, or if the County does not pay MCP by the date established in the Agreement, then MCP may, upon twenty-one (21) business days written notice to the County, stop the Work until payment of the amount owing has been received.

5.6.2 If the County is entitled to reimbursement or payment from MCP under or pursuant to the Agreement, such payment shall be made promptly upon demand by the County.

Notwithstanding anything contained in the Agreement to the contrary, if MCP fails to promptly make any payment due the County, or if the County incurs any costs and expenses to cure any default of MCP or to correct defective work, the County shall have an absolute right to offset such amount against the Fee and may, in the County's sole discretion, elect either to (1) deduct an amount equal to that which the County is entitled from any payment then or thereafter due MCP from the County, or (2) issue a written notice to MCP reducing the Fee by an amount equal to that which the County is entitled.

5.7 Final Completion and Final Payment

- 5.7.1** Upon receipt of MCP's written notice that the Work is ready for final inspection and acceptance and upon receipt of a final Application for Payment, the County will make such inspection and, when the County finds the Work acceptable under the Agreement and the Agreement fully performed, the County will issue a final Certificate for Payment for the entire balance found to be due to MCP and noted in the final Certificate is due and payable. All warranties and guarantees required under or pursuant to the Agreement shall be assembled and delivered by MCP to the County as part of the final Application for Payment. The final Certificate for Payment will not be issued by the County until all warranties and guarantees have been received and accepted by the County.
- 5.7.2** Final payment shall not become due until MCP submits to the County (1) an affidavit that payrolls, bills for materials, goods, and equipment, and other indebtedness connected with the Work have been paid or otherwise satisfied, within the period of time required by Texas Government Code, Chapter 2251, and (2) any other data establishing payment or satisfaction of obligations, such as receipts, unconditional full and final releases and waivers claims, security interests or encumbrances arising out of the Agreement, to the extent and in such form as may be designated by the County.
- 5.7.3** Acceptance of final payment by MCP, a subcontractor or material supplier shall constitute a waiver of claims by that payee except those previously made in writing and identified by that payee as unsettled at the time of final Application for Payment.

ARTICLE 6 MCP'S GENERAL RESPONSIBILITIES AND COVENANTS:

6.1 MCP shall render, diligently and competently in accordance with the highest standards used in the profession or industry, all MCP services which shall be necessary or advisable for the expeditious, economical and satisfactory completion of the Project. MCP agrees to use its best efforts, skill, judgment, and abilities to perform its obligations and to further the interests of County in accordance with County's requirements and procedures.

6.2 MCP's duties as set forth herein shall at no time be in any way diminished by reason of any approval by the County nor shall MCP be released from any liability by reason of such approval by the County, it being understood that the County at all times is ultimately relying upon MCP's skill and knowledge in performing the services required hereunder.

6.3 MCP is responsible for initiating, maintaining, and supervising all safety precautions and programs in connection with the Work. The safety program shall comply with all applicable requirements of the current federal Occupational Safety and Health Act and all other applicable federal, state and local laws and regulations.

6.4 MCP shall be responsible for all means, methods, techniques, sequences and procedures, and for coordinating all portions of the Work. MCP shall keep the County informed of the progress and quality of the Work.

6.5 Insurance. MCP must comply with the following insurance requirements at all times during this Agreement:

6.5.1 Coverage Limits. MCP, at MCP's sole cost, shall purchase and maintain during the entire term while this Agreement is in effect the following insurance:

- .1** Worker's Compensation in accordance with statutory requirements.
- .2** Commercial General Liability Insurance with a combined minimum Bodily Injury and Property Damage limits of \$1,000,000.00 per occurrence and \$2,000,000.00 in the aggregate.
- .3** Employer's Liability as follows:

Bodily Injury by Accident	\$500,000 Ea. Accident
Bodily Injury by Disease	\$500,000 Ea. Employee
Bodily Injury by Disease	\$500,000 Policy Limit
- .4** Business Automobile Liability Insurance for all owned, non-owned, and hired vehicles with combined minimum limits for Bodily Injury and Property Damage of \$1,000,000.00 each accident.
- .5** Professional Liability Insurance in the amount of \$2,000,000.00 per claim and annual aggregate.

6.5.2 Certification of Coverage. Prior to the performance of any Work, MCP shall furnish County with a Certificate of Insurance issued by the insurer evidencing the required coverages and terms under this article. As further set out below, MCP shall not allow any subcontractor/subconsultant(s) to commence work to be performed in connection with this Agreement until all required insurance has been obtained and approved and such approval shall not be unreasonably withheld. Approval of the insurance by County shall not relieve or decrease the liability of MCP hereunder.

6.5.3 Additional Insureds; Waiver of Subrogation. **“Williamson County, Texas, its directors, officers and employees”** shall be added as additional insureds under policies listed under (2) and (3) above, and on those policies where “Williamson County, Texas, its directors, officers and employees” are additional insureds, such

insurance shall be primary and any insurance maintained by County shall be excess and not contribute with it. Such policies shall also include waivers of subrogation in favor of County.

6.5.4 Certificate Holder. The name of the Certificate Holder in the Certificate of Insurance issued by the insurer shall be as follows:

Williamson County, Texas
C/O: Williamson County Risk Management
301 SE Inner Loop
Georgetown, TX. 78626
Email: coi.submission@wilco.org

6.5.5 Insurance Policy Endorsements. Each insurance policy shall include the following conditions by endorsement to the policy:

- .1** County shall be notified ten (10) days prior to the expiration, cancellation, non-renewal or any material change in coverage, and such notice thereof shall be given to County by certified mail, and by email to:

Williamson County, Texas
C/O: Williamson County Risk Management
301 SE Inner Loop
Georgetown, TX. 78626
Email: coi.submission@wilco.org

- .2** The policy clause “Other Insurance” shall not apply to any insurance coverage currently held by County, to any such future coverage, or to County’s Self-Insured Retentions of whatever nature.

6.5.6 Notices by MCP. MCP shall not cause any insurance to be canceled nor permit any insurance to lapse. **In addition to any other notification requirements set forth hereunder, MCP shall also notify County, within twenty-four (24) hours of receipt of any notices of expiration, cancellation, non-renewal, or material change in coverage it receives from its insurer.**

6.5.7 Premiums and Deductible. MCP shall be responsible for payment of premiums for all of the insurance coverages required under this section. MCP further agrees that for each claim, suit or action made against insurance provided hereunder, with respect to all matters for which the MCP is responsible hereunder, MCP shall be solely responsible for all deductibles and self-insured retentions. Any deductibles or self-insured retentions over \$100,000 in the MCP’s insurance must be declared and approved in writing by County in advance.

6.5.8 Insurance Company Rating. The required insurance must be written by a company approved to do business in the State or Texas with a financial standing of

at least an A- rating, as reflected in Best's insurance ratings or by a similar rating system recognized within the insurance industry at the time the policy is issued.

6.5.9 No Arbitration. It is the intention of the County and agreed to and hereby acknowledged by the MCP, that no provision of this Agreement shall be construed to require the County to submit to mandatory arbitration in the settlement of any claim, cause of action or dispute, except as specifically required in direct connection with an insurance claim or threat of claim under an insurance policy required hereunder or as may be required by law or a court of law with jurisdiction over the provisions of this Agreement.

6.5.10 Subcontractor/Subconsultant's Insurance. Without limiting any of the other obligations or liabilities of MCP, MCP shall require each subcontractor/subconsultant performing work under this Agreement (to the extent a subcontractor/subconsultant is allowed by County) to maintain during the term of this Agreement, at the subcontractor's/subconsultant's own expense, the same stipulated minimum insurance required in this Article, including the required provisions and additional policy conditions as shown below in this Article. Any requests for consent to reduce any insurance coverage limits requirements for MCP's subcontractors/subconsultants must be provided to County in writing and must set forth reasoning and justifications for decreasing such coverage limits. County may, at its sole discretion, consent to a reduction in the insurance coverage limits requirements for subcontractor/subconsultant; provided, however, consent by County must be in writing and such consent shall not relieve or decrease the liability of MCP hereunder.

MCP shall obtain and monitor the Certificates of Insurance from each subcontractor/subconsultant in order to assure compliance with the insurance requirements. MCP must retain the Certificates of Insurance for the duration of this Agreement and shall have the responsibility of enforcing these insurance requirements among its subcontractors/subconsultants. County shall be entitled, upon request and without expense, to receive copies of these Certificates of Insurance.

6.5.11 Cost of Insurance. The cost of all insurance required herein to be secured and maintained by MCP shall be borne solely by MCP.

ARTICLE 7 INDEMNITY:

7.1 INDEMNIFICATION - EMPLOYEE PERSONAL INJURY CLAIMS. TO THE FULLEST EXTENT PERMITTED BY LAW, MCP SHALL INDEMNIFY, DEFEND (WITH COUNSEL OF COUNTY'S CHOOSING), AND HOLD HARMLESS COUNTY, AND COUNTY'S EMPLOYEES, AGENTS, REPRESENTATIVES, PARTNERS, OFFICERS, AND DIRECTORS (COLLECTIVELY, THE "INDEMNITEES") AND SHALL ASSUME ENTIRE RESPONSIBILITY AND LIABILITY (OTHER THAN AS A RESULT OF INDEMNITEES' GROSS NEGLIGENCE) FOR ANY CLAIM OR ACTION BASED ON OR ARISING OUT OF THE PERSONAL INJURY, OR DEATH, OF ANY

EMPLOYEE OF MCP, OR OF ANY SUBCONTRACTOR, OR OF ANY OTHER ENTITY FOR WHOSE ACTS THEY MAY BE LIABLE, WHICH OCCURRED OR WAS ALLEGED TO HAVE OCCURRED ON THE PROJECT SITE OR IN CONNECTION WITH THE PERFORMANCE OF THE WORK. MCP HEREBY INDEMNIFIES THE INDEMNITEES EVEN TO THE EXTENT THAT SUCH PERSONAL INJURY WAS CAUSED OR ALLEGED TO HAVE BEEN CAUSED BY THE SOLE, COMPARATIVE OR CONCURRENT NEGLIGENCE OR THE STRICT LIABILITY OF ANY INDEMNIFIED PARTY. THIS INDEMNIFICATION SHALL NOT BE LIMITED TO DAMAGES, COMPENSATION, OR BENEFITS PAYABLE UNDER INSURANCE POLICIES, WORKERS COMPENSATION ACTS, DISABILITY BENEFITS ACTS, OR OTHER EMPLOYEES BENEFIT ACTS.

INDEMNIFICATION - OTHER THAN EMPLOYEE PERSONAL INJURY CLAIMS. TO THE FULLEST EXTENT PERMITTED BY LAW, MCP SHALL INDEMNIFY, DEFEND (WITH COUNSEL OF COUNTY'S CHOOSING), AND HOLD HARMLESS COUNTY, AND COUNTY'S EMPLOYEES, AGENTS, REPRESENTATIVES, PARTNERS, OFFICERS, AND DIRECTORS (COLLECTIVELY, THE "INDEMNITEES") FROM AND AGAINST CLAIMS, DAMAGES, LOSSES AND EXPENSES, INCLUDING BUT NOT LIMITED TO ATTORNEYS' FEES, ARISING OUT OF OR ALLEGED TO BE RESULTING FROM THE PERFORMANCE OF THIS AGREEMENT OR THE WORK DESCRIBED HEREIN, TO THE EXTENT CAUSED BY THE NEGLIGENCE, ACTS, ERRORS, OR OMISSIONS OF MCP OR ITS SUBCONTRACTORS, ANYONE EMPLOYED BY THEM OR ANYONE FOR WHOSE ACTS THEY MAY BE LIABLE, REGARDLESS OF WHETHER OR NOT SUCH CLAIM, DAMAGE, LOSS OR EXPENSE IS CAUSED IN WHOLE OR IN PART BY A PARTY INDEMNIFIED HEREUNDER.

7.2 Except for the obligation of County to pay MCP the Fee pursuant to the terms of this Agreement, and to perform certain other obligations pursuant to the terms and conditions explicitly set forth herein, County shall have no liability to MCP or to anyone claiming through or under MCP by reason of the execution or performance of this Agreement. Notwithstanding any obligation or liability of County to MCP, no present or future partner or affiliate of County or any agent, officer, director, or employee of County, or of the various departments comprising County, or anyone claiming under County has or shall have any personal liability to MCP or to anyone claiming through or under MCP by reason of the execution or performance of this Agreement.

ARTICLE 8 WARRANTY:

8.1 MCP hereby warrants that the services provided will be free from faults and defects; and that the services and goods will conform with the requirements of the plans, specifications, requirements and the terms of this Agreement.

ARTICLE 9 TERMINATION OR SUSPENSION OF THE AGREEMENT

9.1 Termination by MCP. If one of the reasons described below exists, MCP may, upon thirty (30) business days written notice to the County, terminate the Agreement and recover from the County payment for Work executed, including reasonable overhead, profit, and costs incurred by reason of such termination:

9.1.1 Issuance of an order by a court or other public authority having jurisdiction that requires all Work to be stopped;

9.1.2 An act of government, such as a declaration of national emergency that requires all Work to be stopped;

- 9.1.3 Because the County has not issued a Certificate for Payment and has not notified MCP of the reason for withholding certification as provided in the Agreement, or because the County has not made payment on an undisputed Certificate for Payment within the time stated in the Agreement; or
- 9.1.4 If the Work is stopped for a period of ninety (90) consecutive days through no act or fault of MCP or a subcontractor, sub-subcontractor or their agents or employees or any other persons or entities performing portions of the Work under direct or indirect contract with the Agreement.

9.2 Termination by the County for Cause. The County may terminate the Agreement if MCP:

- 9.2.1 Fails to commence the Work in accordance with the provisions of the Agreement;
- 9.2.2 Fails to prosecute the Work to completion thereof in a diligent, efficient, timely, workmanlike, skillful and careful manner and in strict accordance with the provisions of the Agreement;
- 9.2.3 Fails to use an adequate amount or quality of personnel or equipment to complete the Work without undue delay;
- 9.2.4 Fails to perform any of its obligations under the Agreement;
- 9.2.5 Fails to make prompt payments when due to its subcontractors and suppliers, or as required by **Texas Government Code, Chapter 2251**;
- 9.2.6 Files any petition or other pleading seeking any relief under any provisions of the Federal Bankruptcy Act, as amended, or any other federal or state statute or law providing for reorganization of debts or other relief from creditors, permits a receiver or other person to be appointed on account of its insolvency or financial condition, or becomes insolvent;
- 9.2.7 Creates any situation or state of facts which would authorize or permit an involuntary petition in bankruptcy to be filed against MCP; or
- 9.2.8 Has not met or in County's opinion will not meet the date of Final Completion set forth in the Agreement.

9.3 When the County terminates the Agreement for one of the reasons stated in **Section 9.2**, MCP shall not be entitled to receive further payment until the Work is finished. In the event that it is determined that sufficient cause did not exist for termination under **Section 9.2**, then the termination shall be considered a termination for convenience, as provided below. If the unpaid balance of MCP Price exceeds costs of finishing the Work at the time of a termination for one of the reasons stated in **Section 9.2**, including compensation for expenses made necessary thereby, and other damages and costs incurred by the County in finishing the Work and not expressly waived, such excess shall be paid to MCP. If such costs and damages exceed the unpaid balance, MCP shall pay the difference to the County.

9.4 Suspension by the County for Convenience. The County may, without cause, order MCP in writing to suspend, delay or interrupt the Work in whole or in part for such period of time as the County may determine.

9.5 Termination by the County for Convenience

- 9.5.1** The County may, at any time, terminate the Agreement for the County's convenience and without cause.
- 9.5.2** Upon receipt of written notice from the County of such termination for the County's convenience, MCP shall:
- 9.5.2.1** Cease operations as directed by the County in the notice;
 - 9.5.2.2** Take actions necessary, or that the County may direct, for the protection and preservation of the Work; and
 - 9.5.2.3** Except for Work directed to be performed prior to the effective date of termination stated in the notice, terminate all existing subcontracts and purchase orders and enter into no further subcontracts and purchase orders.
- 9.5.3** Upon County's termination for convenience, costs of the Work executed, including reasonable overhead and profit, incurred to and including the date of termination, will be due and payable MCP in accordance with the Agreement.

ARTICLE 10 MISCELLANEOUS PROVISIONS:

10.1 Interest and Late Payments. County's payment for goods and services shall be governed by Chapter 2251 of the Texas Government Code. Interest charges for any overdue payments shall be paid by County 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 County'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.

In the event that an error appears in an invoice/application for payment submitted MCP, County shall notify MCP of the error not later than the twenty first (21st) day after the date County receives the invoice/application for payment. If the error is resolved in favor of MCP, MCP shall be entitled to receive interest on the unpaid balance of the invoice/application for payment submitted by MCP beginning on the date that the payment for the invoice/application for payment became overdue. If the error is resolved in favor of the County, MCP shall submit a corrected invoice/application for payment that must be paid in accordance within the time set forth above. The unpaid balance accrues interest as provided by Chapter 2251 of the Texas Government Code if the corrected invoice/application for payment is not paid by the appropriate date.

10.2 Audits. MCP agrees that County or its duly authorized representatives shall, until the expiration of three (3) years after final payment under this Agreement, have access to and the right to examine and photocopy any and all books, documents, papers and records of MCP which are directly pertinent to the services to be performed under this Agreement for the purposes of making audits, examinations, excerpts, and transcriptions. MCP agrees that County shall have access during normal working hours to all necessary MCP facilities and shall be provided adequate and

appropriate workspace in order to conduct audits in compliance with the provisions of this section. County shall give MCP reasonable advance notice of intended audits.

10.3 Assignment. This Agreement is a personal service contract for the services of MCP, and MCP's interest in this Agreement, duties hereunder and/or fees due hereunder may not be assigned or delegated to a third party.

10.4 Governing Law and Venue. This Agreement and all of the rights and obligations of the parties and all of the terms and conditions shall be construed, interpreted and applied in accordance with and governed by and enforced under the laws of the State of Texas without reference to its conflicts of law provisions. Williamson County, Texas where the Project is located shall be the sole place of venue for any legal action arising from or related to this Agreement or the Project in which the County is a party.

10.5 Binding Effect. This Agreement shall be binding upon and inure to the benefit of the parties and their respective permitted assigns and successors.

10.6 Notices. All notices, consents, approvals, demands, requests or other communications relied on by the parties shall be in writing. Written notice shall be deemed to have been given when delivered in person to the designated representative of MCP or County for whom it is intended; or sent by U. S. Mail to the last known business address of the designated representative.

10.7 Severability. Should any term or provision of this Agreement be held invalid or unenforceable in any respect, the remaining terms and provisions shall not be affected and this Agreement shall be construed as if the invalid or unenforceable term or provision had never been included.

10.8 Relationship of the Parties. MCP shall be an independent contractor under this agreement and shall assume all of the rights, obligations, liabilities, applicable to it as such independent contractor hereunder and any provisions in this agreement which may appear to give County the right to direct MCP as to details of doing the Work herein covered or to exercise a measure of control over the Work shall be deemed to mean that MCP shall follow the desires of County in the results of the Work only. County shall not retain or have the right to control MCP's means, methods or details pertaining to MCP's performance of the Work described herein, nor shall County have the power to direct the order in which MCP's Work is performed under this agreement. County and MCP hereby agree and declare that MCP is an Independent Contractor and as such meets the qualifications of an Independent Contractor under Texas Worker's Compensation Act, Texas Labor Code, Section 406.141, that MCP is not an employee of County for purposes of this Agreement, and that MCP and its employees, agents and sub-subcontractors shall not be entitled to worker's compensation coverage or any other type of insurance coverage held by County.

10.9 Force Majeure. If the party obligated to perform is prevented from performance by an act of war, order of legal authority, act of God, or other unavoidable cause not attributable to the fault or negligence of said party, the other party shall grant such party relief from the performance of this Agreement. The burden of proof for the need of such relief shall rest upon the party obligated

to perform. To obtain release based on force majeure, the party obligated to perform shall file a written request with the other party.

10.10 No Waiver of Sovereign Immunity. Nothing herein shall be construed as a waiver of sovereign immunity by County.

10.11 Current Revenues. Under Texas law, a contract with a governmental entity that contains a claim against future revenues is void; therefore, each party paying for the performance of governmental functions or services must make those payments from current revenues available to the paying party.

10.12 Compliance with Laws. MCP shall comply with all federal, state, and local laws, statutes, ordinances, rules and regulations, and the orders and decrees of any courts or administrative bodies or tribunals in any matter affecting the performance of this Agreement, including, without limitation, Worker's Compensation laws, minimum and maximum salary and wage statutes and regulations, licensing laws and regulations. When required, MCP shall furnish the County with certification of compliance with said laws, statutes, ordinances, rules, regulations, orders, and decrees above specified.

10.13 Entire Agreement & Incorporated Documents; Conflicting Terms. This Agreement constitutes the entire agreement between the parties and may not be modified or amended other than by a written instrument executed by both parties.

The following documents shall comprise the Contract Documents:

1. This Agreement between County and MCP;
2. Exhibit "A" – MCP Proposal dated June 6, 2025;
3. Houston Galveston Area Council Purchase Contract #HP08-21(incorporated by reference) and
4. All Change Orders and any other Modifications issued after the Effective Date of this Agreement.

In the event of a dispute or conflict relating to the terms and conditions of the Contract Documents, applicable documents will be referred to for the purpose of clarification, conflict resolution or for additional detail in the following order of precedence:

1. This Agreement between County and MCP;
2. Exhibit "A" – MCP Proposal dated June 6, 2025;
3. Houston Galveston Area Council Purchase Contract #HP08-21(incorporated by reference) and
4. All Change Orders and any other Modifications issued after the Effective Date of this Agreement.

BY SIGNING BELOW, the Parties have executed and bound themselves to this Agreement to be effective as of the date of the last party's execution hereof.

WILLIAMSON COUNTY, TEXAS,
a political subdivision of the state of Texas:

Mission Critical Partners LLC:

By: _____

Printed Name: _____

Title: _____

Date: _____

By:  _____

Printed Name: John L. Spearly

Title: Director of Contract Administration

Date: June 23, 2025

Approved as to Legal Form
JACQUELINE LENTZ
General Counsel, Commissioners Court
Date: Jun 24 2025 Time: 10:27 am

Reviewed by Contract Audit
SARA GREER, CGAP
Contract Auditor
Williamson County Auditor's Office
Date: Jun 24 2025 Time: 7:56 am

Exhibit “A”

MCP Proposal dated June 6, 2025



Proposal

In-Car Video and Body-Worn Camera Procurement Support

June 6, 2025

Williamson County, Texas

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Introduction Letter

June 6, 2025

Richard Semple, MPA, CGCIO, CISM
Chief Information Officer
Williamson County
100 Wilco Way
Georgetown, TX 78626

Re: Proposal for In-Car Video and Body-Worn Camera System Procurement and Installation Support

Dear Mr. Semple:

Mission Critical Partners® (MCP) appreciates the opportunity to provide Williamson County (County) with a proposal for an in-car video and body-worn camera procurement and an option for implementation support.

MCP is prepared to serve the County by assisting with achieving optimal delivery of emergency communications and system-related services. If you have any questions regarding the information submitted, please contact me at 864.809.9911 or DavidJones@MissionCriticalPartners.com.

On behalf of our entire team, we stand behind Williamson County to serve as your partner and your advocate.

Sincerely,

Mission Critical Partners



David F. Jones, ENP
Senior Vice President



Putting Our Clients' Missions First **A Firm Unlike Any Other**

At Mission Critical Partners, our mission is simple: to improve public safety and justice outcomes. Our client commitment is to act as a trusted, independent advisor, always striving to solve problems, deliver value, efficiency, and fresh ideas – all while mitigating risk.

We stand behind the significance of the work our clients do and how critical their missions truly are – not just for their organization, but for their entire community. Our greatest pride is partnering with clients to implement the best solutions that drive their mission, building upon our expertise and experience – because their mission is what matters.

We bring highly specialized expertise in public safety, justice and in other critical infrastructure sectors. Many of our professionals have been in our clients' shoes and are well attuned to their unique needs. Our vision is to transform mission-critical and public-sector networks and operations into integrated ecosystems.

A Halo Effect Over the Critical Communications Ecosystem

MCP provides its clients with a holistic approach to enhance and evolve critical communications systems and operations across the entire ecosystem. The "MCP Halo Effect" is our comprehensive integrated series of products and solutions to dramatically effect collaboration and situational awareness, improve decision-making, and ultimately influence outcomes.

3,900+ projects

*supporting 2,200+ public-sector and
critical communications agencies
since 2009*

We serve clients in

48 states

*and 95% of the nation's largest
metropolitan areas*

200+

*subject-matter experts on staff with an
average of 25 years of experience*

90%

*of our clients remain with us
from project to project*

15%

*average project cost savings
for our clients—sometimes more*

SecureHalo™
Family of Cybersecurity and IT Solutions

We're designing and monitoring highly reliable, secure and easy-to-manage integrated public safety networks.

Consulting
Consultative & Advisory Solutions

We're providing expertise across all areas of the constantly evolving public safety, justice, and broader public sector ecosystem.

DataHalo™
Family of Data Solutions

We provide data analytics and software solutions that improve collaboration, productivity, and decision-making.

We're Committed to Putting our Clients First

Partnering with a firm that brings an independent, objective perspective to every engagement is a top priority of our clients. We stand behind our commitment to always put the fundamental interests of our clients first.

From our inception, vendor-neutrality is a value that underpins every aspect of what we do. Our goal is to determine the most favorable solution for our clients based on their unique requirements, budget, governance structure, operations, and existing technologies. We provide a holistic perspective regarding the entire mission-critical communications ecosystem, free of bias or favoritism to any specific product or service provider. Our recommendations always are based solely on the value and the benefit provided to the client.

For clients, this approach means more control and greater visibility into the systems they ultimately are responsible for operating and maintaining, and—more importantly—a successful project that improves outcomes.

Board of Directors

R. Kevin Murray

Robert Chefitz

E. Perot Bissell

Bernard Bailey

Darrin J. Reilly

Nola Joyce

The background is a solid dark blue color. Overlaid on this background is a complex, abstract geometric pattern. It consists of numerous light blue hexagons of varying sizes, some of which are interconnected by thin lines. Scattered throughout the pattern are small, light blue dots. The overall effect is a modern, technical, and digital aesthetic.

Statement of Services

Project Understanding

Mission Critical Partners (MCP) understands Williamson County (County) has identified the need to obtain a professional services consulting firm to assist the County in the procurement of an in-car video (ICV) and body-worn camera (BWC) system through the creation of a request for proposal (RFP). MCP realizes that ICV and BWC are two of the most critical technology tools utilized by law enforcement and other agencies.

The ICV will be utilized by the Williamson County Sheriff's Office Patrol (WCSO), Juvenile Services, and Emergency Medical Service (EMS) in Constables Precincts 1, 2, 3, and 4, as well as the County Attorney's Office and District Attorney's Office. The BWC will be utilized by the Williamson County Sheriff's Office Patrol, Detectives, Corrections, and Constables Precincts. 1, 2, 3, and 4.

On every project MCP leads, our goal is to understand the needs of the client, and, based on this understanding, develop solutions to meet those needs. Each client and project is unique with specific requirements that must be understood to be successful.

MCP will apply our extensive experience and knowledge of public safety systems in executing the County's project, ensuring the needs assessment and subsequent procurement of the County's new ICV and BWC are successful.

MCP has outlined our approach and solution for the County to support the enhancement of its public safety services. In MCP's experience with similar projects, we typically divide the level of effort into five distinct phases, as shown in the following table:

Phase	Description	Tasks
1	Operational and Functional Needs Analysis and Requirements Outline	<ul style="list-style-type: none">• Develop an understanding of the County's operations and the business needs of agency stakeholders using the ICV and BWC• Meet with team members/stakeholders to define business processes• Develop functional specifications and technical requirements for the ICV and BWC• Define the County's unique "pain points" of the existing ICV and BWV to be included in the request for proposal (RFP)
2	Specification Writing/RFP Development	<ul style="list-style-type: none">• Incorporate developed technical specifications, as well as County legal and procurement requirements into the RFP• Produce a comprehensive RFP document that incorporates specific County ICV and BWC issues that must be addressed by the vendor community• Determine specific use-case scenarios and a comprehensive requirements listing
3	System Procurement Process	<ul style="list-style-type: none">• Support the competitive procurement process in conjunction with the appropriate County procurement department• Support the proposal-evaluation process with the County

Phase	Description	Tasks
		<ul style="list-style-type: none"> Short-list vendor finalists and lead the use-case demonstrations with select vendors
Optional Services		
4	Contract Negotiations	<ul style="list-style-type: none"> Assist appropriate County officials, as needed, as they negotiate the vendor contract; provide expertise regarding industry-acceptable contract terms for public safety systems Support scope of work, milestone billing, and schedule development for inclusion in the contract, as appropriate
5	ICV / BWC System Installation Support	<ul style="list-style-type: none"> Provide insight to the County regarding the selected vendor's implementation plan Collaboratively manage and oversee the vendor's implementation progress with the County staff Review and critique the training plan and delivery Verify and validate delivery of proposed functionality Support testing and validation of proposed functionality Provide installation oversight Manage punch list through the acceptance period

In the following sections, MCP provides a comprehensive analysis of our approach during each phase of the project.

Scope of Work

Phase 1: Operational and Functional Needs Analysis and Requirements Outline

Task 1.1: Project Initiation

MCP will conduct a meeting with the project team and stakeholder representatives to:

- Establish mutual acquaintance
- Clarify roles
- Review and align regarding desired outcomes and deliverables

MCP's project manager (PM) will facilitate the meeting. Before the meeting, MCP will review any available documentation regarding:

- Current County requirements documents

Initiation Meeting Review

- Project and task milestones*
- Schedules and deliverables*
- Project budget*
- System technology*

- Interfaces
- Desired system architecture and disaster-recovery material
- The County RFP template

The County and MCP will use Task 1 to gain a mutual understanding of the County's future vision for its new integrated ICV/BWC system.

Task 1.2: User and Stakeholder Requirements Gathering

MCP anticipates that after the initiation meeting, we will remain on site and hold two days of meetings and interviews to review the County's functional requirements and determine the content that will be incorporated into the final RFP document. During this effort, MCP will facilitate conversations with stakeholders to consolidate requirements. MCP and the County's team evaluate and determine the following:

- The County's functional priorities
- "Pain points" of the existing systems and the County-specific problem statements
- Industry best practices for inclusion in the RFP
- Security and regulatory requirements including Criminal Justice Information Services (CJIS) and State of Texas mandates

In addition, use cases for future reference and demonstration purposes will be developed.

As determined between the County and MCP, follow-up discussions, if necessary, will be held with the staff to gain a better understanding of issues identified during the initial on-site visit. Follow-up conversations will collaboratively look at the use cases developed with MCP's assistance to ensure that they are relevant to the RFP document and can serve in the demonstration step, referenced later in this document.

Analysis of the County's documentation generally will fall into several specific areas of investigation. The team will review the ICV and BWC requirements during this phase to ensure that the approach is sufficient to capture data in key focus areas.

MCP will collaborate with the County to ensure that all ICV/BWC requirements are represented in the County's RFP document. These can include, but are not limited to:

- Vehicle fleet count and vehicle type for ICV
- BWC personnel count
- Future growth
- Activation triggers
- Auditing and reporting
- BWC battery life, charging requirements
- Computer-aided dispatch/records management system (CAD/RMS) integration
- Digital media management, transfer, storage/archiving, retrieval and purging
- Existing and desired future interfaces
- Global Positioning System (GPS)/Automatic Vehicle Location (AVL)
- Hardware and software
- Incident tagging
- Low light capability

- Mobile data computer (MDC) integration
- Mounting, cabling for power, antennas, interfaces, etc.
- ICV collision detection
- ICV/BWC integration
- Network requirements
- Operating range
- Pre-event buffer
- Recorded field of view/recording area
- Recording speed
- Security requirements
- Other County specific requirements

MCP is committed to a holistic approach that helps Williamson County deploy integrated solutions that promote improved emergency response outcomes.

As MCP works with the County on developing the functional and technical specifications, as well as the RFP document, we also will provide insight into the RFP's language regarding vendor scope of work, maintenance, and service level agreement (SLA) management, defining use-case descriptions for vendor demonstrations and other general proposal best practices. Additionally, MCP will provide problem statements, considering the information exchanged during this phase, which will be introduced into the RFP document.



Deliverables:

- Project initiation meeting
- RFP Outline

Phase 2: Specification Writing/RFP Development

Once requirements and the RFP outline with problem statements are completed, MCP and the County core team members will update the RFP document and prepare it for release. The RFP document will be updated to address and define the procurement of an integrated ICV/BWC system. MCP assumes a single RFP will be issued for the ICV and BWC.

The functional design and specifications that are developed from Phase 1 and Phase 2 include standards-based, statutory, and regulatory requirements. In this regard, MCP draws from many sources including, but not limited to:

Industry Standards
<ul style="list-style-type: none"> • Law Enforcement Information Technology Standards Council (LEITSC) • American National Standards Institute (ANSI) • Telecommunications Industry Association (TIA) • International Association of Chiefs of Police (IACP) • Local standards • State regulations • Other standards, as applicable

MCP will provide insight and recommendations regarding components of the RFP document, including:

- The functional specifications desired in the ICV/BWC systems to be procured
- The procurement process and conditions include the County-required terms and conditions
- The system requirements, content, and format of vendor proposals, so that the proposals received are uniform, cost-competitive, technically acceptable, and support a thorough and balanced evaluation process
- Introductory information for the proposer about the procurement process
- Other requirements
 - Project management
 - Installation and acceptance testing
 - Training programs and courses
 - Warranty and service/support capability requirements
 - Lifecycle—total cost of ownership requirements
- Cost proposals
 - Itemized equipment costs
 - Software licensing
 - Labor costs and rates
 - Installation
 - Project management
 - Training
 - Hardware and software maintenance costs, if applicable
 - SLA response and restoral times

MCP will deliver the RFP documents in draft format for County review, input, and feedback. The County will provide feedback in a single marked-up document. MCP will revise the document, incorporating the County's feedback, and finalize the document.



Deliverables:

- Draft County RFP document
- Final County RFP document

Phase 3: System Procurement Process

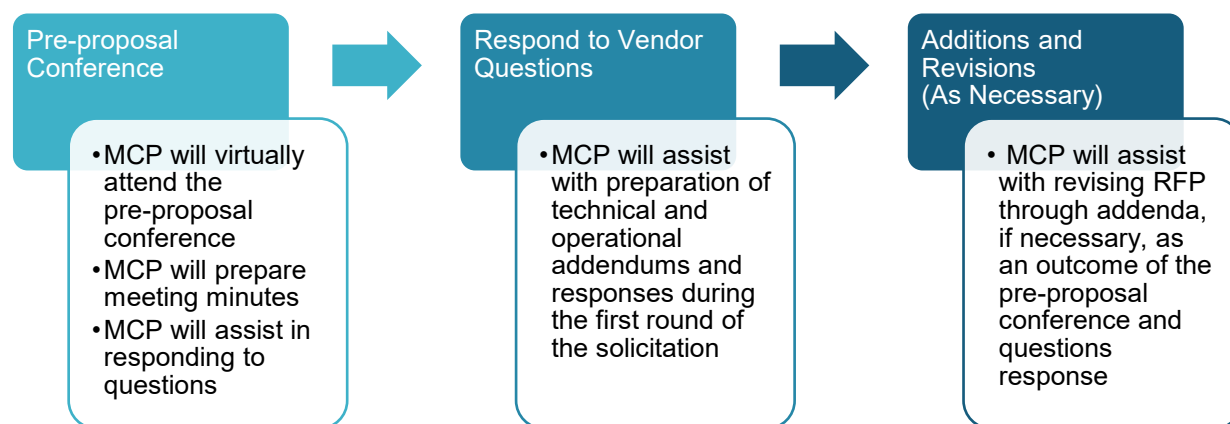
The intended outcome of Phase 3 is for MCP to provide services to augment the County's planning and execution of the ICV/BWC systems purchase. MCP will utilize its extensive experience in:

- Supporting the procurement process
- Reviewing vendor proposals
 - Identifying critical issues, concerns, and discrepancies
- Inquiring about alternative solutions
- Judging the validity of the proposed costs

MCP's evaluation methodology and toolset have been reviewed by numerous state, city, and municipal procurement offices and legal teams throughout the country. Our ability to modify our existing processes and evaluation tools makes the process of scoring much more efficient for the County, as well as your procurement and legal representatives.

Task 3.1: Initial Procurement Processes

MCP understands the criticality of maintaining a fair and thorough vendor proposal-evaluation process for the selection of the solutions that best meet the County's business needs within the budget parameters. The MCP/County team will meet to confirm and finalize the County's decisions regarding the proposal-evaluation process for the ICV/BWC systems. After confirming the County's decisions, MCP will support the County in creating proposal evaluation worksheets. After the release of the RFP, MCP will support the County during the pre-proposal conference and the vendor question and answer period as detailed below:



Deliverables:

- Proposal evaluation worksheets
- Pre-proposal conference virtual attendance and minutes
- RFP revisions and addenda as required

Task 3.2: Proposal Evaluation

MCP will support the County in its evaluation of proposals from responding vendors and provide technical support throughout the procurement process. In conjunction with the County personnel, MCP will participate in the review and evaluation of proposals concerning compliance with the RFP's requirements. MCP will:

- Review proposals and provide a summary evaluation to identify non-compliant responses
- Provide technical and administrative consultation during the proposal evaluation and vendor-selection processes, utilizing our evaluation matrix to efficiently track the review effort
- Assist with drafting questions to vendors
- Attend an interim evaluation meeting to discuss outstanding issues, as well as a follow-up meeting to review findings and conclusions



Deliverable:

- Critical review of proposals

Task 3.3: Vendor Use-Case Evaluation Demonstrations

MCP will assist the County with conducting vendor use-case evaluations of the top two vendors' solutions, using scenarios crafted specifically for the County.

The MCP team will prepare a use-case evaluation schedule and assist in the development of all use-case evaluation scripts in cooperation with the County. MCP will facilitate use-case evaluations for up to two vendors to demonstrate their ICV/BWC solutions to the County stakeholder team. MCP has budgeted one MCP resource to be on-site to facilitate the two-day evaluation (One day for each vendor).

After completion of the vendor use-case demonstrations, MCP will facilitate a meeting with the evaluation committee to discuss the demonstrations and socialize the benefits and shortcomings of each vendor's system(s).

MCP will provide scoring documentation to allow evaluators to judge vendors in a fair and impartial nature. MCP will subsequently lead the evaluation team meetings to decide on the top selected vendor. If necessary, MCP will develop the best and final offer letters to the top two vendors for further financial benefit.



Deliverables:

- Use-case demonstration scripts and scheduling
- Facilitate use-case demonstrations

Task 3.4: Evaluation Committee Presentation

MCP will provide a presentation of the recommendation to stakeholders and County officials. This is important to ensure that all stakeholders are kept informed regarding the procurement process and the criteria that led to the selection of the vendor.



Deliverable:

- Evaluation Committee Presentation
- Final County RFP document

Task 3.5: Best and Final Offer

After all evaluation phases, MCP will work with the County team to develop the best and final offer (BAFO) proposal letters. The BAFO letters are transmitted to the vendor finalist(s) to solicit their best and final offers and, if the County chooses, to request any final clarifications or adjustments to pricing based on options selected or rejected.



Deliverable:

- BAFO letter(s)

Optional Services

Phase 4: Contract Negotiations (Optional)

MCP will support the County's efforts during contract negotiations by specifically focusing on the vendor's statement of work and the payment milestones established as part of the contract. The appropriate County resources will be responsible for negotiating the contract with the selected vendor.

Once an initial contract is received from the vendor, MCP personnel will:

- Review the contract documents and provide comments regarding the contractual language, scope of work, and line-item pricing that is provided by the vendor
- Redline vendor-supplied license and maintenance agreements to provide the County with a foundation as to what should be, and should not be, accepted within the vendor contract agreement

MCP has budgeted 40 hours of contract negotiation support.

Phase 5: ICV/BWC System Installation Support (Optional)

MCP will provide support to the County throughout the ICV/BWC installation process. MCP understands the installation of the new ICV/BWC solutions must be completed in a manner that results in minimum disruption of County agencies' activities.

MCP's deployment support focuses on assisting the County in overcoming the barriers to success typically found in public safety technology projects. MCP will assist the project team and selected vendor(s) in the development of a single, integrated plan that encompasses all activities required to deliver success for the installation of the system. Our goal is to support the County during deployment ensuring:

- Compliance with contract requirements and timelines
- Development of test plans and scripts designed to demonstrate functional fulfillment of the technical requirements

- Oversight of activities associated with the installation of the ICV/BWC solution
- Review and approval of all milestone payment certificates
- Review and approval of project change orders, if necessary

MCP will:

- Serve as the County's advocate and participate in vendor kickoff and planning meetings
- Provide installation oversight
 - Periodically provide personnel on-site during the installation process
- Work with the County and the vendor to develop a punch list of:
 - Issues
 - Roadblocks
 - Defects
 - Items that fail to conform to the published technical specifications
- Support acceptance testing and final system approval

MCP will support the County in planning, testing, training, and installation activities. Typical responsibilities of the MCP team during this phase can include support such as:

- General project management
- Schedule coordination and integration oversight between the vendor and the County
- Review of vendor documentation for approval by the County
- Document delivery of all contracted items and features
- Identification of discrepancies between the vendor, the County, and third-party system elements
- Technical representation during testing
- Punch list development and open item resolution
- Review of as-built documentation
- Assistance with coordinating vendor and the County's delivery of training
- Recommendation regarding systems acceptance

Project Methodology

The MCP approach will apply the Project Management Institute (PMI) principles to develop a disciplined project plan for:

- Risk management
- Communications
- Resource allocation
- Scheduling
- Quality assurance of deliverables

This is accomplished by our senior staff working closely with the County's project team in developing the right project approach for your agency and stakeholder community. Once fully defined with the County, this plan will serve to drive the project throughout its lifecycle.

Project Management

MCP will utilize industry-recognized tools (e.g., MS Project, Deltek VantagePoint) to develop and maintain the overall project schedule, as well as track project costs. MCP's PM will provide regular monitoring of the schedule as the project progresses and identify any potential issues between scheduled and actual progress.

A key element of the project plan is the monitoring of project status and interactive communication with the County. MCP's PM will be responsible for establishing the parameters of status reports and interaction with the County and stakeholders; activities may include, but are not limited to:

- Coordinate routine status calls, ad hoc meetings, and conference calls as required
- Manage project master schedule with milestones
- Provide project administration including:
 - Accept, route, and distribute project communications
 - Develop schedule and monitor activities
 - Provide written status reports, as needed
 - Contractual compliance monitoring
 - Record keeping
 - Cost tracking
- Provide periodic progress reports and presentations to the executive, senior staff, elected officials, and project advisory committees as identified in the scope of work.

As your selected consultant, MCP will interactively work with the County project management team to fully develop an updated schedule during the kickoff meeting. Updates or changes to the project schedule, as needed, will be performed by MCP's PM, based on the approval of the County-designated project lead.

Project Team

With more than 200 staff members, MCP's specialized professionals are integral members of our team:

MCP's Specialized Professionals	
<ul style="list-style-type: none"> Former public safety managers Project Management Professionals (PMPs) 	<ul style="list-style-type: none"> Emergency Number Professionals (ENPs) Technology, forensic, and policy specialists

MCP will support this project with 100% internal staff to protect the County from the risk of 1099 staff or subcontractors that could delay project initiation, delivery or create contractual issues over responsibilities. MCP has identified in the following figure the key team members of our staff that we plan to assign to this important project.

Organizational Chart

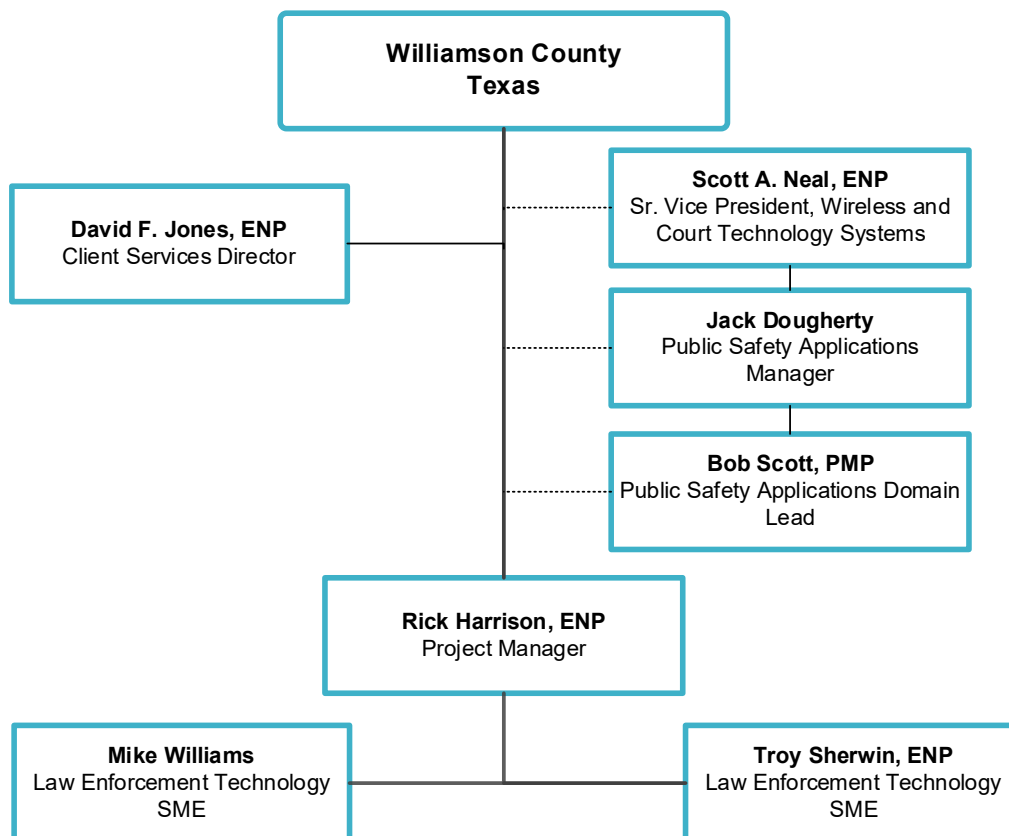


Figure 1: Project Team

Each team member brings a unique skill set and depth of experience. Additional resources and subject-matter experts are available also, as we are a full-service firm focused on all aspects of public safety communications.

Resumes

Resumes highlighting our qualifications and experience are included on the following pages.

David F. Jones, ENP

Co-Founder, Senior Vice President of Strategic Accounts, Mission Critical Partners

David provides executive-level consultative services and expertise on matters related to NG911, government affairs, public policy and legislation. He is an internationally known subject-matter expert on 911, NG911 and emergency services. He has advocated emergency services-related issues throughout North America, as well as in Asia, South America and Europe. While serving as NENA's president, he testified before the U.S. Senate Commerce Committee on issues on 911 and next generation telecommunications networks. David was among the first in the nation to be certified as an ENP and has decades of experience in the public sector having administered, directed, managed and operated emergency service agencies and 911 departments. Areas of specialization include:

- Client management ensuring client expectations are met for success
- Program management support and executive-level consultative services

Representative Experience

State/Regional Experience

- Arizona—FirstNet-related support, NG911 planning and implementation, executive-level support
- 911 Association of Central Oklahoma Governments (911 ACOG)—NG911 design, acquisition and deployment
- California—Leadership development/NG911 training
- Kansas—NG911 support
- Michigan—Public safety broadband
- Minnesota—Statewide 911 implementation, technology support and procurement support
- Nebraska Public Service Commission—NG911 study, professional general consulting
- New Mexico—NG911 planning and implementation support
- Oklahoma—NG911 support
- Tennessee Emergency Communications Board (TECB)—Technology consulting
- Texas—ESInet facilitation for the Commission on State Emergency Communications; applications development for the Department of Public Safety; and new state EOC and headquarters campus for the Texas Division of Emergency Management
- North Central Texas Council of Governments (NCTCOG)—911 master planning, executive mentoring, GIS assessment, NG911 implementation and PSAP feasibility study
- Lower Rio Grande Valley Development Council, TX—NG911 migration support

City/County Experience

- Horry County, SC—911, NG911 and radio support
- Shelby County, TN, Emergency Communications District—CAD consulting, automatic vehicle location (AVL) procurement assistance and radio procurement for the Memphis Police Department
- Charleston County, SC—Public safety system review and ESInet
- Calhoun and Talladega counties, AL—Radio system governance and related legislation
- Tarrant County, TX—911 District customer premises equipment (CPE) review and implementation and Regional Interoperability Communications Committee (RICC) study
- Dallas, TX—NG911 system planning/911 CPE replacement; LMR system implementation
- Houston, TX—CAD replacement
- Spartanburg County, SC—Director, Emergency Services—911, Emergency Management Agency, Fire Marshal and Emergency Services Training Academy



Industry Experience

40 years

Education

B.A., Political Science,
Wichita State University,
KS

Certifications

Emergency Number
Professional (ENP)

Associations

National Emergency
Number Association
(NENA)

NENA, President, 2005-
2006; Executive Board,
2001-2007

Association of Public-
Safety Communications
Officials (APCO)

Industry Council for
Emergency Response
Technologies (iCERT)
Executive and Policy
Committee

Awards

"Order of the Palmetto," by
South Carolina Governor,
October 2005. Highest
civilian award in the State
for "efforts to improve
emergency services and
communications"

Scott A. Neal, ENP

Senior Vice President, Wireless and Court Technology Systems, Mission Critical Partners

Scott brings more than three decades of emergency communications experience to MCP. Scott retired after completing a 28-year career with the Pennsylvania State Police (PSP) retiring as a Major in charge of the Bureau of Communications and Information Services. In that capacity, he was responsible for the operation and maintenance of the Pennsylvania Statewide Radio Network (PA-STARNet) and the administration of the Commonwealth Law Enforcement Assistance Network (CLEAN), as well as security responsibilities related to the FBI's Criminal Justice Information Services (CJIS) Security Policy. Scott also served as the governor-appointed single point of contact for the Commonwealth of Pennsylvania for the planning efforts of FirstNet's Nationwide Public Safety Broadband Network (NPSBN) from 2012–2015.

Since joining MCP in 2015, he has served as client manager as well as project manager on multiple projects and was the lead consultant supporting multiple states in the planning effort for the NPSBN. Scott currently serves as a Senior Vice President overseeing the Wireless Communications, Court Technology, and Biometrics and Repositories teams.

Representative Experience

State/Regional Experience

- Nationwide Public Safety Broadband Network Planning (NPSBN) activities—Served as Project Lead
 - Arizona
 - Michigan
 - Missouri
 - New Hampshire
 - New Jersey
 - Pennsylvania
- Arizona—FirstNet consulting services
 - Data collection/analysis, education and outreach and conduct of band 14 technology exercise for the planning of the NPSBN
 - Project manager for the development and delivery of an RFP to explore potential public/private partnerships in a FirstNet “opt-out” scenario
- Arizona—Statewide broadband strategic planning, microwave network planning and design; Statewide Radio Request for Information
- Arizona—Northern Microwave Loop upgrade
- Massachusetts—Statewide LMR system (CoMIRS) assessment, conceptual design, RFP development and implementation support for the Massachusetts State Police
- New Hampshire—Radio system assessment, upgrade and RFP development
- Rhode Island—Statewide radio system assessment
- Pennsylvania—Statewide coverage survey and analysis for the Pennsylvania Statewide Radio Network (PA-STARNet)

City/County Experience

- Memphis/Shelby County, TN—Radio system assessment and RFP development
 - Broadband Planning—Jefferson, Elk, Clearfield Counties, PA; Northern York County Regional Police Department
- Gallatin County, MT—Radio system upgrade support
- Fayette County, GA—Radio system upgrade support
- West Central Emergency Telephone Services Board (ETSB), IL—Radio system assessment and RFP development



Industry Experience

38 years

Education

107th Administrative Officers' Course (AOC) of the Southern Police Institute, University of Louisville, KY

Certifications

Emergency Number Professional (ENP)

Incident Command Training (ICS 100/200/300/400/500/700/800)

Associations

National Emergency Number Association (NENA)

Association of Public-Safety Communications Officials (APCO)

International Association of Chiefs of Police (IACP)

Pennsylvania Chiefs of Police Association

Fraternal Order of Police (FOP)

John (Jack) T. Dougherty

Manager, Public Safety Applications, Mission Critical Partners

As MCP's Public Safety Applications Manager, Jack brings 38 years of diverse public safety program and project management experience, including but not limited to CAD, records management system (RMS) and LMR specifications, procurement and implementation, as well as systems integration and facilities construction. Given his experience in state government with the Pennsylvania State Police, working with public safety firms and technology vendors, he is intimately familiar with public safety technology at the city, county, state and federal levels of operations. In addition, Jack has worked with several large metropolitan statistical areas (MSAs) as a program manager including the City of Philadelphia and the City of Houston.

Representative Experience

Regional/Federal Experience

- National Highway Traffic Safety Administration (NHTSA) National 911 Program—Project manager for CAD data interoperability project
- PennState Health—Project manager for a radio system needs assessment
- Richmond Capital Region—Program director, systems integration, responsible for the implementation of a new regional interoperable LMR system, which included three separate subsystems and integration to a standalone county P25 800 MHz system

City/County Experience

- Philadelphia, PA—Senior program manager of 911 consulting multi-year project
 - Program strategy and management
 - LMR upgrades and deployment
 - Design and implementation of a new 911 center
 - Regional ESInet deployment
 - CAD procurement and deployment
 - Disaster recovery and continuity of operations plan
 - Customer premises equipment (CPE) support
 - Pennsylvania Emergency Management Agency (PEMA) grant support
- Houston, TX—Program manager for CAD assessment and procurement
- Charleston County, SC—Project manager CAD-to-CAD design and engineering services
- Atlanta, GA—Project manager of a CAD and RMS implementation and a GIS and CAD administration project
- Metcom/McLean County, IL—Project manager for CAD assessment, procurement and implementation
- West Suburban Consolidated Dispatch Center, IL—Project manager for CAD assessment, procurement and implementation

Additional Experience

- Pennsylvania State Police, Major-Director of Bureau of Communications and Information Services
 - Oversaw initiation of VHF narrow banding, procurement of P25 dual-band radios and P25 transition planning
 - Led operation/maintenance/security of communications systems and dispatch facilities
 - Oversaw the Commonwealth Law Enforcement Assistance Network (CLEAN) and served as the Pennsylvania representative for the Nlets – the International Justice and Public Safety Network



Industry Experience

38 years

Education

Northwestern University,
Center for Public Safety,
School of Police Staff and
Command

The Pennsylvania State
University - Advanced
Police Executive
Management

International Association
of Chiefs of Police (IACP)
Leadership in Police
Organizations

Certifications

Change Management
Specialist

CJIS Level 4

Associations

Project Management
Institute (PMI)

Fraternal Order of Police

Pennsylvania State
Troopers Association

National Association of
Professional Accident
Reconstruction
Specialists (NAPARS)

Robert J. Scott, PMP

Automated Systems Domain Leader, Mission Critical Partners

Bob served the Pennsylvania State Police (PSP) for 26 years where he had the opportunity to be a project manager for many large public safety technology projects, then leveraged that experience into a successful career as a public safety consultant/project manager. For more than 11 years in the private sector, Bob has led and been a senior technical SME on many public safety projects including public safety software systems procurements and radio system implementations.

Representative Experience

National/State/Regional Experience

- National Highway Traffic Safety Administration (NHTSA) 911 Program Office—Senior technology specialist and CAD SME for CAD interoperability project
- Pennsylvania State Police—Project manager on a records management, CAD, and mobile data systems replacement project; tasks included preparing comprehensive functional requirements, developing an RFP for publication and managing a rigorous vendor evaluation which led to vendor selection
- Pennsylvania Emergency Management Agency (PEMA)—NG911 support and management information system procurement
- Pennsylvania Turnpike Commission—Project manager for public safety radio system RFP
- Northwest Central Dispatch, IL—Project manager for CAD/mobile data/law records management system (RMS)/fire RMS procurement, including RFP development, facilitation of vendor selection, contract negotiations and implementation oversight
- Tri-Com Central Dispatch, IL—Project manager for a CAD/mobile data system technology assessment and strategic technology plan, including business needs assessment, RFP development and contract negotiations

City/County Experience

- Philadelphia, PA—
 - CAD/mobile data systems RFI development, to include functional specifications, use-case demonstrations facilitation, vendor selection and contract negotiations
 - Fire RMS and personnel accountability system RFP development
- Atlanta, GA—RMS implementation consultant
- Chicago, IL—CAD/mobile data systems RFP development, vendor evaluation, facilitation of use-case demonstrations and support of contract negotiations
- Frederick County, MD—CAD, mobile data system, law RMS, Fire RMS and jail management system (JMS) systems upgrade, to include assessment, RFP development, vendor negotiation and implementation of public safety software replacement project
- Adams County Communications Center (ADCOM911), CO—PSAP assessment of technology, staffing, facility and operations
- Hamilton County, OH—Communications center efficiency study and funding analysis
- Richmond, VA—PSAP assessment and strategic plan
- Orange County, VA—Emergency communications consolidation feasibility study
- Adams County, PA—Project manager for 800 MHz public safety radio system project, negotiating separate contracts with radio, microwave and tower site vendors and providing implementation oversight of 19 radio tower sites
- Montgomery County, PA—Lead RMS SME for law enforcement RMS procurement project



Industry Experience

37 years

Education

Pennsylvania State
Police Academy

B.S., Criminal Justice,
University of Scranton,
Pennsylvania

Certifications

Project Management
Professional (PMP)

Associations

Project Management
Institute (PMI)

National Emergency
Number Association
(NENA)

Association of Public-
Safety Communications
Officials (APCO)

Richard B. Harrison, ENP

Senior Technology Specialist, Mission Critical Partners

Rick brings extensive telecommunications experience in the public safety sector. His accomplishments include managing large, complex projects and programs, such as developing a CAD system that resulted in a national product; initiating a text-to-911 program; and implementing a P25 radio system. Rick also has a 30-year career and background in the fire/EMS service as a former fire chief and EMS provider. He serves as a technology, CAD and records management system (RMS) SME.

Representative Experience

State/Regional Experience

- Pennsylvania Emergency Management Agency (PEMA)—Data gathering and reporting for statewide PSAP assessment
- PEMA—NG911 consulting
- Illinois—NG911 feasibility study
- Northern Virginia Emergency Response System (NVERS)—Fire and EMS assessment
- National Highway Traffic Safety Administration (NHTSA)—CAD2CAD assessment

City/County Experience

- Atlanta, GA—CAD procurement for police and fire
- Philadelphia, PA—CAD procurement for police and fire
- Montgomery County, PA—Technology project management for law enforcement records management system (RMS)
- Hillsborough County, FL—Fire and Rescue Department CAD procurement
- Charles County, MD—Fire and EMS assessment
- Harford County MD—EMS organizational analysis
- Durham, NC—Police department headquarters complex relocation
- Hamilton County, OH—Communications center assessment
- Orange County, VA—Emergency communications consolidation assessment
- Richmond, VA—PSAP assessment and strategic plan development
- Centerville, OH—CAD/RMS procurement
- Orange County, CA—PSAP assessment
- San Bernardino, CA—EMS optimization analysis
- Cobb County, GA—Technology assessment and strategic plan
- El Paso-Teller County 9-1-1 Authority, CO—Regional CAD solution

Additional Experience

- Lancaster County, PA—Countywide communications
 - Served as operations manager, primary supervisor, and assistant supervisor dispatcher for police, fire and EMS
 - Assisted in the development of three different CAD systems
 - Planned and oversaw PSAP relocation and renovation of 911 Center
 - Managed PSAP daily operations and development of policy and procedure
 - Developed field communications vehicle and subsequent policies for response
 - Supported P25 radio system project from the development of infrastructure to subscriber equipment to code plug development



Industry Experience

43 years

Certifications

CJIS Level 4 Security Awareness Certification

Emergency Number Professional (ENP)

Certified Pennsylvania 911 Supervisor

Emergency Management Certification

Associations

National Emergency Number Association (NENA)

Association of Public-Safety Communications Officials (APCO)

Board Member Lancaster County Fire Chiefs—Present Treasurer

Lancaster City-County Crime Stoppers

W. Michael Williams

Project Manager, Mission Critical Partners

Mike is an experienced project manager with a diverse background in law enforcement and public safety. His skills include information and communication technology as well as command responsibility. Mike retired in 2016 after a 29-year career with the Pennsylvania State Police (PSP); at the time, he held the rank of Captain and was the Director of the Radio and Information Services Division, responsible for the Commonwealth Law Enforcement Network (CLEAN), mobile computer systems, records management system (RMS), CAD system and legacy VHF radio system. Mike brings his project management and critical communications expertise to bear to achieve success for MCP's clients.

Representative Experience

City/County Experience

- Philadelphia, PA—Project manager for a CAD procurement and implementation
- Beaver and Washington counties, PA—Project manager of a CAD upgrade negotiation and implementation
- St. Mary's County, MD—Project manager for a CAD and RMS procurement and implementation
- Frederick County, MD—Subject-matter expert for a CAD, RMS and jail management system (JMS) procurement
- Northwest Central Dispatch, Chicago, IL—Subject-matter expert for RMS testing and implementation

Radio and Information Services Experience

- Project lead for the agency's RMS implementation
 - Prepared solicitation documents to select and procure an RMS
 - Selected personnel to configure CAD, mobile data terminal, mobile report entry and RMS
 - Coordinated processes to meet the agency's business needs
 - Identified and addressed technology, training, implementation and policy issues
- 2015 visit of Pope Francis to Philadelphia
 - Coordinated with the U.S. Secret Service on PSP technology and communications equipment at the multi-agency communication center
 - Established interoperable radio communication capabilities during the event
 - Assisted New Jersey Department of Homeland Security to deploy band class 14 long-term evolution (LTE) network (FirstNet) into the center city areas
- Interim State Point of Contact for Pennsylvania FirstNet team—Oversight of the team and consultants; interactions with the federal FirstNet project team; review and approval of responses to FirstNet public notices
- Support in the development of agency continuity of operations plan

Additional Experience

- Performed statewide refresh of nearly 1,500 mobile office computers
- Prepared and updated regulations and standard operating procedures
- Planned, implemented and managed projects, including Traffic and Crime Software (TraCS), automated license plate reader, mobile video recorder refresh and rollback of dispatch centers



Industry Experience

34 years

Education

B.S., Administration of Justice, The Pennsylvania State University

Certifications

Northwestern University, School of Police Staff and Command

National Incident-Based Reporting System (NIBRS):

Level I-Classification
Level II-Scoring and Reporting

Emergency Medical Technician (EMT# 26007)

National Incident Management System (NIMS) (ICS 100/200/300/400/500/700/800)

Associations

National Emergency Number Association (NENA)

Project Management Institute (PMI)

Pennsylvania State Troopers Association

Troy Sherwin, ENP

Technology Specialist, Mission Critical Partners

Troy is a former law enforcement professional with more than three decades of experience in public safety. During that time, he served 27 years with the Pennsylvania State Police (PSP), in field operations and as lead SME/project manager for several statewide law enforcement technology initiatives. Troy progressed through the ranks of PSP to a niche in public safety software systems, then joined a public safety software company after leaving PSP. His career includes experience in team leadership, business process analysis, project management, technology acquisition and software configuration and deployment. Troy is now a technical SME on public safety projects including software systems procurements. Troy is passionate about leveraging his broad knowledge of public safety technology to better serve clients within emergency communications and field operations.

In addition, Troy works as a technology specialist on MCP's Public Safety Applications Team to assist agencies in the assessment, procurement and implementation of their public safety applications systems.

Representative Experience

State/Regional Experience

- Missouri State Highway Patrol—Performed upgrade of CAD and mobile data system (MDS)

City/County Experience

- Carson City, NV—Performed a systems upgrade for CAD, MDS, law records management system (RMS) and jail management system (JMS)
- Talbot County, MD—Conducted an upgrade for CAD and MDS
- Seminole Indian Tribe, FL—Conducted a system upgrade of CAD, MDS, law RMS and asset management
- Coweta County, GA—Performed a system upgrade of CAD, MDS, law RMS and JMS

Additional Experience

- Special Projects Manager for TraCS
 - Served as RMS SME for the development team
 - Handled the entire range of project management duties for all special projects
 - Developed, implemented and performed quality assurance for the following functionality for the State of Iowa
 - National Incident-Based Reporting System (NIBRS)
 - Drug recognition expert data collection form and submission to the National Highway Traffic Safety Administration (NHTSA)
- Pennsylvania State Police Project Lead and Implementation Manager
 - Served as the enlisted project lead for PSP's implementation of a department-wide law RMS, including CAD, mobile report entry (MRE) and MDS software
 - Worked with wireless data communications, public safety 800 MHz radio and commercial 3G/LTE, to transmit data to/from PSP mobile computers
 - Spearheaded PSP's implementation of TraCS



Industry Experience

34 years

Education

Pennsylvania State
Police Academy

Certifications

Emergency Number
Professional (ENP)

Six Sigma - White Belt

TraCS Software
Development Kit
Workshop

Associations

Retired State Police
Association of
Pennsylvania

NENA

Pricing

Professional services outlined in the scope of work (Phase 1 through Phase 3) will be provided for a **not-to-exceed fee of \$140,546.91**. The fee is inclusive of labor and expenses. Optional Phase 4 and Phase 5 are not included.

Mission Critical Partners proposes to deliver services on a per-hour basis based on the Houston Galveston Area Council (H-GAC) Purchase Contract #HP08-21, with expenses defined at actual cost.

Phase	Fee
Phase 1: Operational and Functional Needs Analysis and Requirements Outline	\$42,872.45
Phase 2: Specification Writing/RFP Development	\$54,135.00
Phase 3: System Procurement Process	\$43,539.46
Total	\$140,546.91

At the close of each month, MCP shall submit a properly executed invoice showing services rendered for that month. Each statement shall include labor and expenses for authorized activities based on the approved scope of work. Reimbursable expenses on this project will be invoiced at the cost incurred. Invoices shall be reviewed and paid within 30 days of receipt.

Any additional services will be performed at MCP's then-current fee schedule. Before initiating any such additional work, MCP would require a formal letter of authorization from Williamson County.

Based on the current MCP understanding of what is to be accomplished, the pricing identified above represents an estimate of the work anticipated for project success. MCP's priority is for this project to be successful for Williamson County.

Pricing Assumptions

- We stand ready to assist the County by offering these unique services that complement the day-to-day duties of your staff. After 120 days from the submittal date, MCP reserves the right to revisit pricing and scope with the County to address any potential changes that may have occurred since the submittal that could impact delivery.
- To be more responsive to the County's needs, MCP respectfully reserves the right to move professional fees and expenses between tasks, as needed, to complete the scope of work, as long as the total amount billed to the County does not exceed the contract amount.
- MCP assumes a single RFP will be issued for both the IVC and BWC.
- MCP has budgeted one resource to be on-site for vendor use-case demonstrations for a total of two days.

Phase 1: Operational and Functional Needs Analysis and Requirements Outline			
Resource Name	Rate	Hours	Labor Total
Rick Harrison	\$218	40	\$8,720.00
Bob Scott	\$237	46	\$10,902.00
Troy Sherwin	\$204	52	\$10,608.00
Mike Williams	\$198	32	\$6,336.00
Jack Dougherty	\$224	4	\$896.00
Subtotal Labor			\$37,462
Subtotal Expenses			\$5,410.45
Phase 1 Total			\$42,872.45
Phase 2: Specification Writing/RFP Development			
Resource Name	Rate	Hours	Labor Total
Rick Harrison	\$218	25	\$5,450.00
Bob Scott	\$237	85	\$20,145.00
Troy Sherwin	\$204	85	\$17,340.00
Jack Dougherty	\$224	50	\$11,200.00
Subtotal Labor			\$54,135.00
Subtotal Expenses			\$0
Phase 2 Total			\$54,135.00
Phase 3: System Procurement Process			
Resource Name	Rate	Hours	Labor Total
Rick Harrison	\$218	20	\$4,360.00
Bob Scott	\$237	58	\$13,746.00
Troy Sherwin	\$204	56	\$11,424.00
Jack Dougherty	\$224	58	\$12,992.00
Subtotal Labor			\$42,522.00
Subtotal Expenses			\$1,017.46
Phase 3 Total			\$43,539.46
TOTAL			\$140,546.91

MISSION CRITICAL PARTNERS

H-GAC All Hazards Preparedness, Planning, Consulting & Recovery Services Contract No. HP08-21

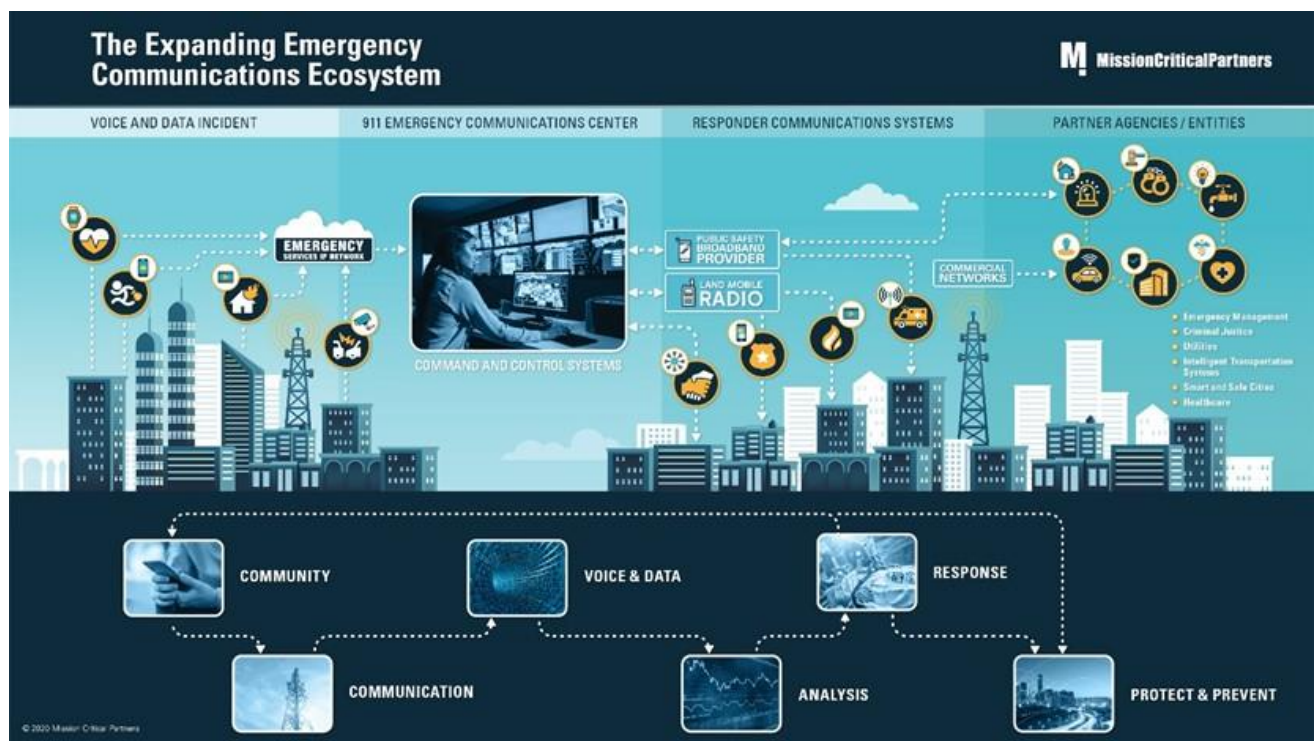
Title	Labor Rate Per Hour
Support Specialist I	\$63.00
Support Specialist II	\$105.00
Operations Specialist I	\$204.00
Operations Specialist II	\$218.00
Planner	\$178.00
Communications Specialist	\$160.00
Technology Specialist I	\$191.00
Technology Specialist II	\$204.00
Project Manager	\$198.00
Senior Technology Specialist	\$218.00
Senior Project Manager	\$224.00
Program Manager	\$237.00
Forensics Analyst	\$244.00
Senior Program Manager	\$264.00
Principal	\$224.00

Appendix A: The Public Safety Ecosystem and MCP Service Offerings

Since 911's inception in 1968, public safety officials have continued to leverage technology advancements to make emergency response even more efficient and effective. The counterbalance is these advancements occurred in distinct silos that developed within the emergency communications ecosystem (enhanced 911 service, digital land mobile radio networks, and computer-aided dispatch systems).

Today, we stand on the precipice of another technology transformation like the advent of 911 service. As public safety moves through this transformation over the next several years and beyond, it is critical that the agencies begin thinking of the ecosystem as a holistic network, i.e., a network of networks.

The new public safety ecosystem will interconnect on many levels to enable the smooth flow of critical and relevant data to provide emergency responders with the best information to perform their duties.



MCP can provide the public safety, criminal justice, data integration, network, and information technology services required to help agencies start thinking of the ecosystem as a single entity, taking into consideration how each piece will interconnect and interact with the others. With MCP's support, agencies will transition from siloed communication environments to realizing significant improvements in emergency-response outcomes.



Service Offerings

MCP specializes in transforming mission-critical networks and operations into integrated ecosystems that improve outcomes in the public safety, courts and corrections, healthcare, transportation, and utility markets.

Consulting

Consultative & Advisory Solutions

Network and 911 Services

Specialties: Next Generation 911, Emergency Services IP Networks, text-to-911, call-handling equipment, cloud applications

- Assessments, procurement and implementation
- Program and project management
- Geographic information systems planning, design, implementation and administrative services

Operations and Facilities Services

Specialties: computer-aided dispatch, records management, mobile data systems, mission-critical facilities

- Facility planning and construction
- Consolidation and shared services
- Strategic and operations consulting
- Training and professional development
- Technology procurement and implementation
- Continuity of operations planning
- Recruiting and hiring support

Wireless Communications Services

Specialties: land mobile radio, broadband, microwave alert and warning systems, fire station alerting systems, FirstNet, bidirectional amplifiers

- Master planning
- Project management
- Technical and operational needs assessments and design
- System procurement and negotiations
- Implementation and construction management
- Testing and validation

Justice, Management, and Technology Services

Specialties: integrated justice, courts, case management, corrections, repositories, and biometric identification systems

- Assessments and data collection
- Strategic planning and governance support
- Business process transformation and systems architecture design
- Financial planning
- Information systems acquisition and procurement
- Implementation and change management support

Cybersecurity & IT

SecureHalo™

Family of Cybersecurity and IT Solutions

- IT and managed security solutions
- Third-party compliance
- Mission-Critical **NetInform®** security and network assessments
- Mission-Critical **NetPulse®** security and network monitoring
- Security training and awareness
- Virtual chief information security officer solutions

Data & Application Integration

DataHalo™

Family of Data Solutions

- **DataLink™** interface solution: business process mapping and design
- **DataSphere™** integration solution: planning, governance and architecture of data-sharing initiatives
- **DataScope™** analytics solution: powered by machine learning and artificial intelligence
- Alternatives to traditional data migration
- Database management
- Software and application development