

FRAMEWORK AGREEMENT

THIS FRAMEWORK AGREEMENT (this “Agreement”) is made between the **CITY AND COUNTY OF DENVER**, a municipal corporation of the State of Colorado (the “City” or the “Customer”), and **MOTOROLA SOLUTIONS INC.**, a Delaware corporation, whose address is 500 West Monroe Street, Chicago, IL 60661 (the “Contractor” or “Motorola”), individually a “Party” and jointly “the Parties.”

RECITALS

WHEREAS, the City has awarded this agreement to the contractor for the provision of a computer-aided dispatch and mobile data system software solution.

NOW, THEREFORE, in consideration of the mutual covenants and agreements hereinafter set forth and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Parties incorporate the recitals set forth above agree as follows:

1. DEFINITIONS

- 1.1. "City Data"** means all data processed, stored, generated, collected, or transmitted on computers or other electronic media by or on behalf of the City, or provided to the Contractor for such processing, storage, generation, collection, or transmission, as well as any derivative data produced therefrom. City Data includes, but is not limited to: (i) information originally in physical format (including paper or other non-electronic media) that is subsequently digitized, scanned, or otherwise converted to electronic format; (ii) information provided to the Contractor by the City, authorized users, or third parties acting on the City's behalf; and (iii) confidential or sensitive information, financial data, public records, and any other regulated data, regardless of source, including but not limited to data from the City's employees, citizens, and contractors.
- 1.2. "D(d)ata"** means information, regardless of form, that can be read, transmitted, or processed.
- 1.3. "Deliverable(s)"** means a tangible object, SaaS, or On-Premise Software that is provided to the City by the Contractor under this Agreement.
- 1.4. "Effective Date"** means the date on which this Agreement is approved and signed by the City as shown on the City's signature page.
- 1.5. "Exhibits"** means the exhibits and attachments included with this Agreement.
- 1.6. "On-Premise Software"** means software that the Contractor provides for the City's use that is installed and operated on City premises. For the avoidance of doubt, On-Premise Software does not include SaaS, though On-Premise Software may interface with SaaS.
- 1.7. "SaaS"** means a software-as-a-service that the Contractor hosts (directly or indirectly) for the City's use. For the avoidance of doubt, SaaS does not include Services or On-Premise Software.
- 1.8. "Service(s)"** means the technology related professional services to be performed by the Contractor as set forth in this Agreement and shall include any services or support provided by the Contractor under this Agreement.
- 1.9. "Specifications"** refers to such technical and functional specifications for On-Premise Software, SaaS, and/or Deliverables included or referenced in an Exhibit.
- 1.10. "Subcontractor"** means any third party engaged by the Contractor to aid in performance of the Work.

1.11. “**Task Order**” means a document issued in accordance with this Agreement that specifically describes the Work to be performed.

1.12. “**Work**” means any and all On-Premise Software, SaaS, Services, hardware, Deliverables, intellectual property, documentation, materials, labor, support, maintenance, training, updates, configurations, customizations, and other outputs and outcomes provided and/or performed by the Contractor pursuant to this Agreement, whether explicitly identified in this Agreement or reasonably necessary to fulfill the Contractor's obligations hereunder.

2. **COORDINATION AND LIAISON**: The Contractor shall fully coordinate all Work performed under this Agreement with the City’s Chief Information Officer (“CIO”); with other personnel formally designated by the Department of Technology Services (“TS”); or, if applicable, with a representative from another City agency, as may be expressly designated by the CIO to act on behalf of the City for purposes of this Agreement. If a third party is designated by the CIO to serve as a liaison or coordinating entity on behalf of the City, the Contractor shall also coordinate its Work with such third party in the same manner and to the same extent as it would with City personnel.

3. **SOFTWARE AS A SERVICE, SUPPORT, AND SERVICES TO BE PERFORMED**: As the City directs, the Contractor shall diligently undertake, perform, and make available the technology related Work set forth in the Exhibits to the City’s satisfaction. The City shall have no liability to compensate the Contractor for Work that is not specifically authorized by this Agreement. The Work shall be provided and performed as stated herein and shall conform to the Specifications. The Contractor is ready, willing, and able to provide the Work required by this Agreement. The Contractor shall faithfully perform any Services in accordance with the standards of care, skill, training, diligence, and judgment provided by highly competent individuals performing services of a similar nature to those described in this Agreement and in accordance with the terms of this Agreement. For all Work performed at the Denver International Airport, the Contractor shall comply with the additional terms and conditions set forth in **Exhibit G**.

4. **TASK ORDERS FOR ADDITIONAL PRODUCTS AND SERVICES**

4.1. To initiate a Task Order, the City will provide a request to the Contractor describing the general scope and intent of the Work it desires the Contractor to perform under that Task Order. The Contractor shall submit a proposal, which shall include a quote, to the City in response to the City’s request. All Task Orders, signed by the Parties, shall be issued in accordance with this Agreement using the rates contained therein. Each Task Order shall include a detailed scope of Services, level of effort, timeline for completion, rates or fixed fee pricing, and payment schedule, including a “not to exceed” amount, specific to each Task Order. Task Orders shall be construed to be in addition to, supplementary to, and consistent with the provisions of this Agreement. In the event of a conflict between a particular provision of any Task Order and a provision of this Agreement, this Agreement shall take precedence. A Task Order may be amended by the Parties by a written instrument prepared by the Parties jointly and signed by their authorized representatives.

4.2. The City is not required to execute any minimum number of Task Orders under this Agreement, and the City reserves the right to execute Task Orders with the Contractor at its sole discretion. The City shall have no liability to compensate the Contractor for any Work not specifically set

forth in this Agreement or a properly executed Task Order. In no event shall a Task Order term extend beyond the Term unless the City has specifically agreed in writing. If this Agreement is terminated for any reason, each Task Order hereunder shall also terminate unless the City has specifically directed otherwise in writing. Task Orders may also be terminated in accordance with this Agreement's termination provisions. The Contractor agrees to fully coordinate its provision of Services with any third party under contract with the City relevant to the Contractor's performance hereunder.

4.3. The Contractor represents and warrants that all Services under a Task Order will be performed by qualified personnel in a professional and workmanlike manner, consistent with industry standards; all Services and/or Deliverables will conform to applicable, agreed upon specifications, if any; and, it has the requisite ownership, rights and licenses to perform its obligations under this Agreement fully as contemplated hereby free and clear from any and all liens, adverse claims, encumbrances and interests of any third party.

5. **TERM:** This Agreement will commence on December 15, 2025, and will expire, unless sooner terminated, on December 15, 2038 (the "Term"). Subject to the City's prior written authorization, the Contractor shall complete any work in progress as of the expiration date and the Term will extend until the work is completed or earlier terminated by the City.

6. **COMPENSATION AND PAYMENT**

6.1. **Fees:** The City shall pay, and the Contractor shall accept as the sole compensation for Services rendered and costs incurred under this Agreement the fees described in the attached Exhibits. Amounts billed may not exceed rates set forth in the Exhibits and will be made in accordance with any agreed upon payment milestones.

6.2. **Reimbursement Expenses:** There are no reimbursable expenses allowed under this Agreement. All the Contractor's expenses are contained in the budget as described in the Exhibits. The City will not be obligated to pay the Contractor for any other fees, costs, expenses, or charges of any nature that may be incurred and paid by the Contractor in performing their obligations under this Agreement including but not limited to personnel costs, benefits, contract labor, overhead, administrative costs, operating costs, supplies, equipment, and out-of-pocket expenses.

6.3. **Invoicing:** The Contractor must submit an invoice which shall include the City contract number, clear identification of the Work that has been completed or delivered, and other information reasonably requested by the City. Payment on all uncontested amounts shall be made in accordance with the City's Prompt Payment Ordinance, §§ 20-107, *et seq.*, D.R.M.C, and no Exhibit or order form shall modify the City's statutory payment provisions.

6.4. **Maximum Contract Amount**

6.4.1. Notwithstanding any other provision of this Agreement, the City's maximum payment obligation will not exceed Twenty-Four Million Three Hundred Forty-Six Thousand Two Hundred Six Dollars (\$24,346,206.00) (the "Maximum Agreement Amount"). The City is not obligated to execute an Agreement or any amendments for any further Work, including any Services performed by the Contractor beyond that specifically described in the attached

Exhibits. Any Work performed beyond those in the attached Exhibits are performed at the Contractor's risk and without authorization under this Agreement.

6.4.2. The City's payment obligation, whether direct or contingent, extends only to funds appropriated annually by the Denver City Council, paid into the Treasury of the City, and encumbered for the purpose of this Agreement. The City does not by this Agreement irrevocably pledge present cash reserves for payment or performance in future fiscal years. This Agreement does not and is not intended to create a multiple-fiscal year direct or indirect debt or financial obligation of the City.

7. TAXES, CHARGES AND PENALTIES: The City shall not be liable for the payment of taxes, late charges, or penalties of any nature other than the compensation stated herein, except for any additional amounts which the City may be required to pay under D.R.M.C. § 20-107 to § 20-115.

8. STATUS OF CONTRACTOR: The Contractor is an independent contractor retained to perform professional or technical services for limited periods of time. Neither the Contractor nor any of its employees are employees or officers of the City under Chapter 18 of the Denver Revised Municipal Code, or for any purpose whatsoever. Nothing contained in this Agreement shall be construed as creating any agency, partnership, joint venture, or other form of joint enterprise, or employment relationship between the Parties.

9. TERMINATION

9.1. Either Party may terminate this Agreement, and the City may terminate a product under this Agreement, for the other Party's material breach by written notice specifying in detail the nature of the breach, effective in thirty (30) days unless the other Party first cures such breach, or effective immediately if the breach is not subject to cure.

9.2. The City has the right to terminate this Agreement or a product under this Agreement without cause upon thirty (30) days prior written notice to the Contractor. Nothing gives the Contractor the right to perform under this Agreement beyond the time when its Work becomes unsatisfactory to the City. Notwithstanding anything to the contrary contained in this Agreement, if the City terminates this Agreement without cause, the City shall be under no obligation to make further payment(s) for any remaining subscription years, licensing fees, or support costs as outlined in the attached Exhibits once the then current annual term expires; provide that, the City shall not be entitled to any refund, unless stated otherwise in the Exhibits, for the remainder of the prepaid annual term then in effect at the time of this Agreement's early termination without cause. As a separate and final obligation related to the termination, the Contractor will be entitled to compensation for the reasonable and documented expenses incurred by Contractor as a result of the early termination of the Agreement, subject to Contractor's duty to mitigate any damages and expenses.

9.3. Notwithstanding the preceding paragraph, the City may terminate this Agreement if the Contractor or any of its officers or employees are convicted, plead nolo contendere, enter into a formal agreement in which they admit guilt, enter a plea of guilty or otherwise admit culpability to criminal offenses of bribery, kickbacks, collusive bidding, bid-rigging, antitrust, fraud, undue influence, theft, racketeering, extortion or any offense of a similar nature in connection with the

Contractor's business. Termination for the reasons stated in this paragraph is effective upon receipt of notice.

9.4. Upon termination of this Agreement, with or without cause, the Contractor shall have no claim against the City by reason of, or arising out of, incidental or relating to termination, except for compensation for work duly requested and satisfactorily performed. Upon The City's request or upon termination, the Contractor shall return to the City all property placed in the Contractor's possession or control pursuant to this Agreement.

9.5. The City is entering into this Agreement to serve the public interest of the City as determined by its governing bodies. If this Agreement ceases to further the public interest of the City, or if the City fails to appropriate the necessary funding to continue this Agreement, the City, in its discretion, may terminate this Agreement in whole or in part. A determination that this Agreement should be terminated in the public interest or for lack of appropriation shall not be equivalent to a City right to terminate for convenience or without cause. This Subsection shall not apply to a termination of this Agreement by the City for a breach of contract by the Contractor. If the City terminates this Agreement in the public interest or for lack of appropriation, the City shall pay the Contractor an amount equal to the percentage of the total reimbursement payable under this Agreement that corresponds to the percentage of Work satisfactorily delivered or completed and accepted, as determined by the City, less payments previously made.

10. EXAMINATION OF RECORDS AND AUDITS: Any authorized agent of the City, including the City Auditor or his or her representative, has the right to access, and the right to examine, copy and retain copies, at City's election in paper or electronic form, any pertinent books, documents, papers and records related to the Contractor's performance pursuant to this Agreement, provision of any goods or services to the City, and any other transactions related to this Agreement. The Contractor shall cooperate with City representatives and City representatives shall be granted access to the foregoing documents and information during reasonable business hours and until the latter of three (3) years after the final payment under this Agreement or expiration of the applicable statute of limitations. When conducting an audit of this Agreement, the City Auditor shall be subject to government auditing standards issued by the United States Government Accountability Office by the Comptroller General of the United States, including with respect to disclosure of information acquired during the course of an audit. No examination of records and audits pursuant to this paragraph shall require the Contractor to make disclosures in violation of state or federal privacy laws. The Contractor shall at all times comply with D.R.M.C. 20-276.

11. WHEN RIGHTS AND REMEDIES NOT WAIVED: In no event shall any action by either Party hereunder constitute or be construed to be a waiver by the other Party of any breach of covenant or default which may then exist on the part of the Party alleged to be in breach, and the non-breaching Party's action or inaction when any such breach or default shall exist shall not impair or prejudice any right or remedy available to that Party with respect to such breach or default; and no assent, expressed or implied, to any breach of any one or more covenants, provisions or conditions of this Agreement shall be deemed or taken to be a waiver of any other breach.

12. **INSURANCE**

- 12.1. General Conditions:** The Contractor agrees to secure, at or before the time of execution of this Agreement, the following insurance covering all operations, goods or services provided pursuant to this Agreement. The Contractor shall keep the required insurance coverage in force at all times during the term of this Agreement, including any extension thereof, and during any warranty period. The required insurance shall be underwritten by an insurer licensed or authorized to do business in Colorado and rated by A.M. Best Company as "A-VIII" or better. Each policy shall require notification to the City in the event any of the required policies be canceled or non-renewed before the expiration date thereof. Such written notice shall be sent to the parties identified in the Notices Section of this Agreement. Such notice shall reference the City contract number listed on the signature page of this Agreement. Said notice shall be sent thirty (30) days prior to such cancellation or non-renewal unless due to non-payment of premiums for which notice shall be sent ten (10) days prior. If such written notice is unavailable from the insurer, the Contractor shall provide written notice of cancellation, non-renewal and any reduction in coverage to the parties identified in the Notices Section by certified mail, return receipt requested within three (3) business days of such notice by its insurer(s) and referencing the City's contract number. The Contractor shall be responsible for the payment of any deductible or self-insured retention. The insurance coverages specified in this Agreement are the minimum requirements, and these requirements do not lessen or limit the liability of the Contractor. The Contractor shall maintain, at its own expense, any additional kinds or amounts of insurance that it may deem necessary to cover its obligations and liabilities under this Agreement.
- 12.2. Proof of Insurance:** The Contractor may not commence services or work relating to this Agreement prior to placement of coverages required under this Agreement. The Contractor certifies that the certificate of insurance attached as **Exhibit F**, preferably an ACORD form, complies with all insurance requirements of this Agreement. The City requests that the City's contract number be referenced on the certificate of insurance. The City's acceptance of a certificate of insurance or other proof of insurance that does not comply with all insurance requirements set forth in this Agreement shall not act as a waiver of the Contractor's breach of this Agreement or of any of the City's rights or remedies under this Agreement. The City's Risk Management Office may require additional proof of insurance, including but not limited to policies and endorsements.
- 12.3. Additional Insureds:** For Commercial General Liability, Auto Liability and Excess Liability/Umbrella (if required), the Contractor and Subcontractor's insurer(s) shall include the City and County of Denver, its elected and appointed officials, employees, and volunteers as additional insured.
- 12.4. Waiver of Subrogation:** For all coverages required under this Agreement, with the exception of Professional Liability – if required, the Contractor's insurer shall waive subrogation rights against the City.
- 12.5. Subcontractors and Subconsultants:** The Contractor shall confirm and document that all Subcontractors and subconsultants (including independent contractors, suppliers or other entities

providing goods or services required by this Agreement) procure and maintain coverage as approved by the Contractor and appropriate to their respective primary business risks considering the nature and scope of services provided.

12.6. Workers' Compensation and Employer's Liability Insurance: The Contractor shall maintain the coverage as required by statute for each work location and shall maintain Employer's Liability insurance with limits of \$100,000 per occurrence for each bodily injury claim, \$100,000 per occurrence for each bodily injury caused by disease claim, and \$500,000 aggregate for all bodily injuries caused by disease claims.

12.7. Commercial General Liability: The Contractor shall maintain a Commercial General Liability insurance policy with minimum limits of \$1,000,000 for each bodily injury and property damage occurrence, \$2,000,000 products and completed operations aggregate (if applicable), and \$2,000,000 policy aggregate.

12.8. Automobile Liability: The Contractor shall maintain Automobile Liability with minimum limits of \$1,000,000 combined single limit applicable to all owned, hired, and non-owned vehicles used in performing services under this Agreement.

12.9. Cyber Liability: The Contractor shall maintain Cyber Liability coverage of \$1,000,000 per occurrence and \$1,000,000 policy aggregate covering claims involving privacy violations, information theft, damage to or destruction of electronic information, intentional and/or unintentional release of private information, alteration of electronic information, extortion and network security. If Claims Made, the policy shall be kept in force, or a Tail policy placed, for three (3) years.

12.10. Technology Errors & Omissions: The Contractor shall maintain Technology Errors and Omissions insurance including network security, privacy liability and product failure coverage of \$1,000,000 per occurrence and \$1,000,000 policy aggregate. The policy shall be kept in force, or a Tail policy placed, for three (3) years.

13. DEFENSE AND INDEMNIFICATION

13.1. The Contractor hereby agrees to defend, indemnify, reimburse and hold harmless City, its appointed and elected officials, agents and employees for, from and against all liabilities, claims, judgments, suits or demands for damages to persons or property arising out of, resulting from, or relating to the work performed under this Agreement ("Claims"), unless such Claims have been specifically determined by the trier of fact to be the sole negligence or willful misconduct of the City. This indemnity shall be interpreted in the broadest possible manner to indemnify City for any acts or omissions of the Contractor or its Subcontractors either passive or active, irrespective of fault, including City's concurrent negligence whether active or passive, except for the sole negligence or willful misconduct of City.

13.2. The Contractor's duty to defend and indemnify City shall arise at the time written notice of the Claim is first provided to City regardless of whether Claimant has filed suit on the Claim. the Contractor's duty to defend and indemnify City shall arise even if City is the only party sued by claimant and/or claimant alleges that City's negligence or willful misconduct was the sole cause of claimant's damages.

13.3. The Contractor will defend any and all Claims which may be brought or threatened against City and will pay on behalf of City any expenses incurred by reason of such Claims including, but not limited to, court costs and attorney fees incurred in defending and investigating such Claims or seeking to enforce this indemnity obligation. Such payments on behalf of City shall be in addition to any other legal remedies available to City and shall not be considered City's exclusive remedy.

13.4. Insurance coverage requirements specified in this Agreement shall in no way lessen or limit the liability of the Contractor under the terms of this indemnification obligation. The Contractor shall obtain, at its own expense, any additional insurance that it deems necessary for the City's protection.

13.5. The Contractor shall indemnify, save, and hold harmless the indemnified parties, against any and all costs, expenses, claims, damages, liabilities, and other amounts (including attorneys' fees and costs) incurred by the indemnified parties in relation to any claim that any Work provided by the Contractor under this Agreement (collectively, "IP Deliverables"), or the use thereof, infringes a patent, copyright, trademark, trade secret, or any other intellectual property right. The Contractor's obligations hereunder shall not extend to the combination of any IP Deliverables provided by the Contractor with any other product, system, or method, unless the other product, system, or method is (i) provided by the Contractor or the Contractor's subsidiaries or affiliates; (ii) specified by the Contractor to work with the IP Deliverables; (iii) reasonably required in order to use the IP Deliverables in its intended manner and the infringement could not have been avoided by substituting another reasonably available product, system, or method capable of performing the same function; or (iv) is reasonably expected to be used in combination with the IP Deliverables.

13.6. The Contractor shall indemnify, save, and hold harmless the indemnified parties against all costs, expenses, claims, damages, liabilities, court awards and other amounts, including attorneys' fees and related costs, incurred by the indemnified parties in relation to the Contractor's failure to comply with §§ 24-85-101, *et seq.*, C.R.S., or the *Accessibility Standards for Individuals with a Disability* as established pursuant to § 24-85-103 (2.5), C.R.S. This indemnification obligation does not extend to the City's generated content using the Contractor's software, including any configuration or customization of the Contractor's software by the City. The Parties understand that Contractor's products are designed exclusively for use by public safety and emergency response personnel and not intended to be used in the services, programs, and activities offered by State and local government entities to the public through the web and mobile applications.

13.7. This defense and indemnification obligation shall survive the expiration or termination of this Agreement.

14. LIMITATION OF THE CONTRACTOR'S LIABILITY: To the extent permitted by law, the liability of the Contractor, its Subcontractors, and their respective personnel to the City for any claims, liabilities, or damages relating to this Agreement shall be limited to damages, including but not limited to direct losses, not to exceed three (3) times the Maximum Agreement Amount payable by the City under this Agreement. With respect to annual Services such as maintenance and subscription Services,

the Contractor's total liability will be limited to the direct damages recoverable under law, but not to exceed the price of thirty-six (36) months of Services preceding the incident giving rise to the claim. No limitation on the Contractor's liability to the City under this Section shall limit or affect: (i) the Contractor's indemnification obligations to the City under this Agreement; (ii) any claims, losses, or damages for which coverage is available under any insurance required under this Agreement; (iii) claims or damages arising out of bodily injury, including death, or damage to tangible property of the City; or (iv) claims or damages resulting from the recklessness, bad faith, or intentional misconduct of the Contractor or its Subcontractors. **ALTHOUGH THE PARTIES ACKNOWLEDGE THE POSSIBILITY OF SUCH LOSSES OR DAMAGES, THEY AGREE THAT CONTRACTOR WILL NOT BE LIABLE FOR ANY COMMERCIAL LOSS, INCONVENIENCE, LOSS OF USE, LOSS TIME, DATA, GOODWILL, REVENUES, PROFITS OR SAVINGS; OR OTHER SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES IN ANY WAY RELATED TO OR ARISING FROM THIS AGREEMENT, THE SALE OR USE OF THE EQUIPMENT OR SOFTWARE, OR THE PERFORMANCE OF SERVICES BY THE CONTRACTOR PURSUANT TO THIS AGREEMENT.** This limitation of liability provision survives the expiration or termination of the Agreement and applies notwithstanding any contrary provision.

- 15. COLORADO GOVERNMENTAL IMMUNITY ACT:** The Parties hereto understand and agree that the City is relying upon, and has not waived, the monetary limitations and all other rights, immunities and protection provided by the Colorado Governmental Act, § 24-10-101, *et seq.*, C.R.S.
- 16. COMPLIANCE WITH APPLICABLE LAWS AND POLICIES:** The Contractor shall comply with all applicable laws, rules, regulations and codes of the United States, the State of Colorado; and with the Charter, ordinances, rules, regulations, public health orders, and Executive Orders of the City and County of Denver that are applicable to the Contractor's performance hereunder. These laws, regulations, and other authorities are incorporated by reference herein to the extent that they are applicable. Any of the Contractor's personnel visiting the City's facilities will comply with all applicable City policies regarding access to, use of, and conduct within such facilities. The City will provide copies of such policies to the Contractor upon request.
- 17. COMPLIANCE WITH DENVER WAGE LAWS:** To the extent applicable to the Contractor's provision of Services hereunder, the Contractor shall comply with, and agrees to be bound by, all rules, regulations, requirements, conditions, and City determinations regarding the City's Minimum Wage and Civil Wage Theft Ordinances, Sections 58-1 through 58-26 D.R.M.C., including, but not limited to, the requirement that every covered worker shall be paid all earned wages under applicable state, federal, and city law in accordance with the foregoing D.R.M.C. Sections. By executing this Agreement, the Contractor expressly acknowledges that the Contractor is aware of the requirements of the City's Minimum Wage and Civil Wage Theft Ordinances and that any failure by the Contractor, or any other individual or entity acting subject to this Agreement, to strictly comply with the foregoing D.R.M.C. Sections shall result in the penalties and other remedies authorized therein.
- 18. DATA PROTECTION:** The Contractor recognizes and agrees that: (i) City Data is valuable property of the City; (ii) City Data may include Confidential Information, protected or regulated data, and trade secrets of the City; and (iii) the City has dedicated substantial resources to collecting, managing,

protecting, and compiling City Data. The Contractor recognizes and agrees that City Data may contain personally identifiable information or other sensitive information, even if the presence of such information is not labeled or disclosed. If the Contractor receives access to City Data, the Contractor shall comply with all applicable data protection laws, including the Colorado Consumer Protection Act and the Colorado Privacy Act, to the extent applicable. Other such obligations may arise from the Health Information Portability and Accountability Act (HIPAA), IRS Publication 1075, Payment Card Industry Data Security Standard (PCI-DSS), and the FBI Criminal Justice Information Service Security Addendum. At a minimum, the Contractor shall implement and maintain all appropriate administrative, physical, technical, and procedural safeguards necessary and appropriate to ensure compliance with the standards and guidelines applicable to the Contractor's performance under this Agreement. The Contractor shall also comply with the terms and conditions in the attached **Exhibit H**, Information Technology Provisions. Any Exhibit or external term hereto may not waive or modify the Contractor's legal obligations to protect City Data in compliance with applicable law under this Agreement.

19. SAFEGUARDING PERSONAL INFORMATION: "PII" means personally identifiable information including, without limitation, any information maintained by the City about an individual that can be used to distinguish or trace an individual's identity, including, but not limited to, first and last name, residence or other physical address, banking information, electronic mail address, telephone number, credit card information, an official government-issued driver's license or identification card number, social security number or tax identification number, date and place of birth, mother's maiden name, or biometric records. PII includes, but is not limited to, all information defined as personally identifiable information in §§ 24-73-101, C.R.S. "PII" shall also include "personal information" as defined in § 24-73-103(1)(g), C.R.S. If the Contractor or any of its Subcontractors receives PII under this Agreement, the Contractor shall provide for the security of such PII, in a manner and form acceptable to the City, including, without limitation, non-disclosure requirements, use of appropriate technology, security practices, computer and data access security, data storage and transmission encryption, security inspections, and audits. As applicable, the Contractor shall be a "Third-Party Service Provider" as defined in § 24-73-103(1)(i), C.R.S., and shall maintain security procedures and practices consistent with §§ 24-73-101, *et seq.*, C.R.S. In addition, and as required by D.R.M.C. § 28-251 and C.R.S. § 24-74-102 *et seq.*, the Contractor shall not collect or disseminate individually identifiable information regarding national origin, immigration status, or citizenship status except as expressly required by applicable law. The Contractor, including its employees, agents, and Subcontractors, shall not share any PII with third parties for purposes of investigating, participating in, cooperating with, or assisting federal immigration enforcement. If the Contractor is granted direct access to any City databases containing PII, the Contractor shall, on behalf of itself and its employees, execute the certification attached hereto as **Exhibit I** on an annual basis. This obligation shall remain in effect for as long as the Contractor maintains direct access to such databases. If the Contractor engages any Subcontractors that require direct access to City databases containing PII, the Contractor shall ensure that each such Subcontractor also executes and delivers the certification to the City annually, for the duration of their access.

20. SECURITY BREACH AND REMEDIATION

20.1. Security Breach: If the Contractor becomes aware of a suspected or unauthorized acquisition or disclosure of unencrypted data, in any form, that compromises the security, access, confidentiality, or integrity of City Data (a “Security Breach”), the Contractor shall notify the City in the most expedient time and without unreasonable delay. A Security Breach shall also include, without limitation, (i) attempts to gain unauthorized access to a City system or City Data regardless of where such information is located; (ii) unwanted disruption or denial of service; (iii) the unauthorized use of a City system for the processing or storage of data; or (iv) changes to the City’s system hardware, firmware, or software characteristics without the City’s knowledge, instruction, or consent. Any oral notice of a Security Breach provided by the Contractor shall be immediately followed by a written notice to the City.

20.2. Remediation: The Contractor shall implement and maintain a program for managing actual or suspected Security Breaches. In the event of a Security Breach, the Contractor shall cooperate with the City and law enforcement agencies, when applicable, to investigate and resolve the Security Breach, including, without limitation, providing reasonable assistance to the City in notifying third parties. The Contractor shall provide the City prompt access to such records related to a Security Breach as the City may reasonably request; provided such records will be the Contractor’s Confidential Information, and the Contractor will not be required to provide the City with records belonging to, or compromising the security of, its other customers. The provisions of this Subsection do not limit the City’s other rights or remedies, if any, resulting from a Security Breach. Subject to Section 14 of this Agreement, Limitations of the Contractor’s Liability, , unless the Security Breach resulted from the City’s sole act or omission, the Contractor shall promptly reimburse the City for reasonable costs incurred by the City in any investigation, remediation or litigation resulting from any Security Breach, including but not limited to providing notification to third parties whose data was compromised and to regulatory bodies, law-enforcement agencies, or other entities as required by law or contract; establishing and monitoring call center(s), and credit monitoring and/or identity restoration services to assist each person impacted by a Security Breach in such a fashion that, in the City’s sole discretion, could lead to identity theft; and the payment of reasonable legal fees and expenses, audit costs, fines and penalties, and other fees imposed by regulatory agencies, courts of law, or contracting partners as a result of the Security Breach attributable to the Contractor or its Subcontractors.

21. ACCESSIBILITY AND ADA WEBSITE COMPLIANCE

21.1. Compliance: The Contractor shall comply with, and the Work provided under this Agreement shall be in compliance with, all applicable provisions of §§ 24-85-101, *et seq.*, C.R.S., and the *Accessibility Standards for Individuals with a Disability*, as established pursuant to Section § 24-85-103 (2.5), C.R.S. (collectively, the “Guidelines”), to the extent required by law. The Contractor shall also comply with Level AA of the most current version of the Web Content Accessibility Guidelines (WCAG), incorporated in the State of Colorado technology standards. The Parties understand that Contractor’s products are designed exclusively for use by public safety and emergency response personnel and not intended to be used in the services, programs,

and activities offered by State and local government entities to the public through the web and mobile applications.

21.2. Testing: The City may require the Contractor's compliance to be determined by a third party selected by the City to attest that the Contractor's has performed all obligations under this Agreement in compliance with §§ 24-85-101, *et seq.*, C.R.S., and the Accessibility Standards for Individuals with a Disability as established pursuant to § 24-85-103 (2.5), C.R.S.

21.3. Validation and Remediation: The Contractor agrees to promptly respond to and resolve any instance of noncompliance regarding accessibility in a timely manner and shall remedy any noncompliant Work at no additional cost to the City. If the City reasonably determines accessibility issues exist, the Contractor shall provide a "roadmap" for remedying those deficiencies on a reasonable timeline to be approved by the City. Resolution of reported accessibility issue(s) that may arise shall be addressed as high priority, and failure to make satisfactory progress towards compliance with the Guidelines, as agreed to in the roadmap, shall constitute a breach of contract and be grounds for termination or non-renewal of this Agreement.

22. CONFIDENTIAL INFORMATION

22.1. "Confidential Information" means all information or data, regardless of form, not subject to disclosure under the Colorado Open Records Act, §§ 24-72-201, *et seq.*, C.R.S. ("CORA"), and is marked or identified at the time of disclosure as being confidential, proprietary, or its equivalent. Each of the Parties may disclose (a "Disclosing Party") or permit the other Party (the "Receiving Party") access to the Disclosing Party's Confidential Information in accordance with the following terms. Except as specifically permitted in this Agreement or with the prior express written permission of the Disclosing Party, the Receiving Party shall not: (i) disclose, allow access to, transmit, transfer or otherwise make available any Confidential Information of the Disclosing Party to any third party other than its employees, Subcontractors, agents and consultants that need to know such information to fulfill the purposes of this Agreement, and in the case of non-employees, with whom it has executed a non-disclosure or other agreement which limits the use, reproduction and disclosure of the Confidential Information on terms that afford at least as much protection to the Confidential Information as the provisions of this Agreement; or (ii) use or reproduce the Confidential Information of the Disclosing Party for any reason other than as reasonably necessary to fulfill the purposes of this Agreement. This Agreement does not transfer ownership of Confidential Information or grant a license thereto. The City will retain all right, title, and interest in its Confidential Information.

22.2. The Contractor shall provide for the security of Confidential Information and information which may not be marked but constitutes personally identifiable information or other federally or state regulated information ("Regulated Data") in accordance with all applicable laws and regulations. If the Contractor receives Regulated Data outside the scope of this Agreement, it shall promptly notify the City.

22.3. Disclosed information or data that the Receiving Party can establish: (i) was lawfully in the Receiving Party's possession before receipt from the Disclosing Party; or (ii) is or becomes a matter of public knowledge through no fault of the Receiving Party; or (iii) was independently

developed or discovered by the Receiving Party; or (iv) was received from a third party that was not under an obligation of confidentiality, shall not be considered Confidential Information under this Agreement. The Receiving Party will inform necessary employees, officials, Subcontractors, agents, and officers of the confidentiality obligations under this Agreement, and all requirements and obligations of the Receiving Party under this Agreement shall survive the expiration or earlier termination of this Agreement.

22.4. Nothing in this Agreement shall in any way limit the ability of the City to comply with any laws or legal process concerning disclosures by public entities. The Parties understand that all materials exchanged under this Agreement, including Confidential Information, may be subject to CORA. In the event of a request to the City for disclosure of possible confidential materials, the City shall advise the Contractor of such request to give the Contractor the opportunity to object to the disclosure of any of its materials which it marked as, or otherwise asserts is, proprietary or confidential. If the Contractor objects to disclosure of any of its material, the Contractor shall identify to the City the legal basis under CORA for any right to withhold. In the event of any action or the filing of a lawsuit to compel disclosure, the Contractor agrees to intervene in such action or lawsuit to protect and assert its claims of privilege against disclosure of such material or waive the same. If the matter is not resolved, the City will tender all material to the court for judicial determination of the issue of disclosure. The Contractor further agrees to defend, indemnify, and save and hold harmless the City, its officers, agents, and employees, from any claim, damages, expense, attorneys' fees, or costs arising out of the Contractor's intervention to protect and assert its claim of privilege against disclosure under this Section.

23. CRIMINAL JUSTICE INFORMATION: The Contractor shall comply with all applicable standards of the Criminal Justice Information Services ("CJIS") Security Policy, attached hereto and incorporated herein as **Exhibit J** and all other requirements issued by the Federal Bureau of Investigation ("FBI"). The Contractor shall ensure that any Work provided under this Agreement protects the confidentiality, integrity, and availability of criminal justice information ("CJI") from unauthorized access, use, or disclosure. The Contractor shall ensure its responsibilities related to CJIS compliance are appropriately assigned and maintained and shall cooperate with any audits or inspections conducted by the City, the Colorado Bureau of Investigations, or the FBI to verify compliance with the CJIS Security Policy. The Contractor shall promptly report any breaches or incidents involving CJI to the City and take appropriate remedial actions. Contractors with direct access or indirect access to CJI shall handle all CJI following the CJIS Security Policy and Title 28, Code of Federal Regulations, Part 20 (relevant standards). Contractors supporting systems which provide direct access to CJI shall also follow the regulations listed in the laws, policies, and manuals incorporated into this agreement: NCIC Operating Manual, CCIC Training Manual, Interstate Identification Index / National Fingerprint File Operational and Technical Manual, and Title 28, Code of Federal Regulations, Part 23. Contractors who perform criminal justice functions and have access to CJI shall meet the same training and certification criteria required of governmental agencies performing a similar function and are subject to audit to the same extent as local agencies. Before receiving access to CJI or Federal Criminal History Record Information ("CHRI"), the Contractor and

its individual employees must complete the attached CJIS Security Addendum certification attached hereto. The Contractor shall maintain signed CJIS Security Addendum certification pages for its personnel and shall provide copies to the City upon request.

- 24. ASSIGNMENT; SUBCONTRACTING:** The Contractor shall not sell, transfer, assign, subcontract performance obligations, or otherwise dispose of this Agreement or any portion thereof, including any right, title, or interest therein, without the City's prior written consent. The City shall not unreasonably withhold approval of an assignment when the Contractor is in full compliance with this Agreement and the proposed assignee, in the City's opinion, possesses sufficient business experience, aptitude, and financial resources to perform its obligations under this Agreement. The City may, at its reasonable discretion, approve the assignment, subcontract, or transfer in writing, deny it, or refer the matter to the City's governing bodies for approval. The City may execute its written approval of assignment through a signed consent letter without requiring a formal amendment to this Agreement, provided such consent letter explicitly references this Agreement. Any approved assignee shall be subject to all terms and conditions of this Agreement and other supplemental contractual documents; however, no approval by the City shall obligate the City beyond the provisions of this Agreement. Any assignment or subcontracting without the City's consent shall be ineffective and void and shall constitute grounds for termination of this Agreement by the City. Should unauthorized assignment or subcontracting occur, the Contractor shall remain responsible to the City, and no contractual relationship shall be created between the City and any subcontractor or assignee. This provision shall also apply to any reassignment of this Agreement due to change in ownership of the Contractor, and the Contractor shall notify the City in writing of any assignment due to change in ownership within thirty (30) days of such change.
- 25. NO THIRD-PARTY BENEFICIARY:** Enforcement of the terms of this Agreement and all rights of action relating to enforcement are strictly reserved to the Parties. Nothing contained in this Agreement gives or allows any claim or right of action to any third person or entity. Any person or entity other than the City or the Contractor receiving services or benefits pursuant to this Agreement is an incidental beneficiary only.
- 26. NO AUTHORITY TO BIND CITY TO CONTRACTS:** The Contractor lacks any authority to bind the City on any contractual matters. Final approval of all contractual matters that purport to obligate the City must be executed by the City in accordance with the City's Charter and the Denver Revised Municipal Code.
- 27. AGREEMENT AS COMPLETE INTEGRATION-AMENDMENTS:** Except for the functional requirements provided in response to a request for proposal and/or any subsequent enhancement of the SOW or other implementation documentation that may be developed after execution of this Agreement, this Agreement is the complete integration of all understandings between the Parties as to the subject matter of this Agreement. No prior, contemporaneous, or subsequent addition, deletion, or other modification has any force or effect, unless embodied in this Agreement in writing. No oral representation by any officer or employee of the City at variance with the terms of this Agreement or any written amendment to this Agreement will have any force or effect or bind the City.

- 28. SEVERABILITY:** Except for the provisions of this Agreement requiring appropriation of funds and limiting the total amount payable by the City, if a court of competent jurisdiction finds any provision of this Agreement or any portion of it to be invalid, illegal, or unenforceable, the validity of the remaining portions or provisions will not be affected, if the intent of the Parties can be fulfilled.
- 29. CONFLICT OF INTEREST:** No employee of the City shall have any personal or beneficial interest in the Services or property described in this Agreement. The Contractor shall not hire, or contract for services with, any employee or officer of the City that would be in violation of the City's Code of Ethics, D.R.M.C. § 2-51, *et seq.* or the Charter §§ 1.2.8, 1.2.9, and 1.2.12. The Contractor shall not engage in any transaction, activity or conduct that would result in a conflict of interest under this Agreement. The Contractor represents that it has disclosed any and all current or potential conflicts of interest. A conflict of interest shall include transactions, activities or conduct that would affect the judgment, actions or work of the Contractor by placing the Contractor's own interests, or the interests of any party with whom the Contractor has a contractual arrangement, in conflict with those of the City. The City, in its sole discretion, will determine the existence of a conflict of interest and may terminate this Agreement in the event it determines a conflict exists, after it has given the Contractor written notice describing the conflict.
- 30. NOTICES:** All notices required by the terms of this Agreement must be hand delivered, sent by overnight courier service, mailed by certified mail, return receipt requested, electronic mail with read receipt requested, or mailed via United States mail, postage prepaid, if to the Contractor at the aforementioned address, and if to the City at: Chief Information Officer, Denver Technology Services, 201 West Colfax Avenue, Dept. 301, Denver, Colorado 80202; with a copy to: Denver City Attorney's Office, 1437 Bannock St., Room 353, Denver, Colorado 80202. Unless otherwise provided in this Agreement, notices shall be effective upon delivery of the written notice. Notices sent by certified mail are effective upon receipt. Notices sent by mail are effective upon deposit with the U.S. Postal Service. If a Party delivers a notice through email and the email is undeliverable, then, unless the Party has been provided with an alternate email contact, the Party delivering the notice shall deliver the notice by certified or registered mail to the addresses set forth herein. The Parties may designate electronic and substitute addresses where or persons to whom notices are to be mailed or delivered. However, these substitutions will not become effective until actual receipt of written notification.
- 31. DISPUTES:** All disputes between the City and the Contractor arising out of or regarding this Agreement will be resolved by administrative hearing pursuant to the procedure established by D.R.M.C. § 56-106(b)-(f). For the purposes of that administrative procedure, the City official rendering a final determination shall be the CIO as defined in this Agreement. In the event of a dispute between the Parties, the Contractor will continue to perform its obligations under this Agreement during the resolution of the dispute until this Agreement is terminated in accordance with its terms.
- 32. GOVERNING LAW; VENUE:** This Agreement will be construed and enforced in accordance with applicable federal law, the laws of the State of Colorado, and the Charter, Revised Municipal Code, ordinances, regulations and Executive Orders of the City and County of Denver, which are expressly incorporated into this Agreement. Unless otherwise specified, any reference to statutes, laws, regulations, charter or code provisions, ordinances, executive orders, or related memoranda, includes

amendments or supplements to same. Venue for any legal action relating to this Agreement will be in the District Court of the State of Colorado, Second Judicial District (Denver District Court).

- 33. NO DISCRIMINATION IN EMPLOYMENT:** In connection with the performance of work under this Agreement, the Contractor may not refuse to hire, discharge, promote, demote, or discriminate in matters of compensation against any person otherwise qualified, solely because of race, color, religion, national origin, ethnicity, citizenship, immigration status, gender, age, sexual orientation, gender identity, gender expression, marital status, source of income, military status, protective hairstyle, or disability. The Contractor shall insert the foregoing provision in all subcontracts.
- 34. LEGAL AUTHORITY:** The Contractor represents and warrants that it possesses the legal authority, pursuant to any proper, appropriate, and official motion, resolution or action passed or taken, to enter into this Agreement. Each person signing and executing this Agreement on behalf of the Contractor represents and warrants that he has been fully authorized by the Contractor to execute this Agreement on behalf of the Contractor and to validly and legally bind the Contractor to all the terms, performances and provisions of this Agreement. The City shall have the right, in its sole discretion, to either temporarily suspend or permanently terminate this Agreement if there is a dispute as to the legal authority of either the Contractor or the person signing this Agreement to enter into this Agreement.
- 35. LITIGATION REPORTING:** If the Contractor is served with a pleading or other document in connection with an action before a court or other administrative decision making body, and such pleading or document relates to this Agreement or may affect the Contractor's ability to perform its obligations under this Agreement, the Contractor shall, within 10 days after being served, notify the City of such action and deliver copies of such pleading or document, unless protected by law, to the City.
- 36. LICENSES, PERMITS, AND OTHER AUTHORIZATIONS:** The Contractor shall secure, prior to the Term, and shall maintain, at its sole expense, all licenses, certifications, rights, permits, and other authorizations required to perform its obligations under this Agreement. This Section is a material part of this Agreement.
- 37. NO CONSTRUCTION AGAINST DRAFTING PARTY:** The Parties and their respective counsel have had the opportunity to review this Agreement, and this Agreement will not be construed against any party merely because any provisions of this Agreement were prepared by a particular party.
- 38. ORDER OF PRECEDENCE:** In the event of any conflicts between the provisions in the body of this Agreement, the Exhibits, or any other attachment hereto, the provisions in the body of this Agreement shall control. For the avoidance of doubt, no terms within any subsequent order form, invoice, or quote issued by the Contractor to the City shall be binding on the City or take precedence over the terms of the body of this Agreement regardless of any term contained therein to the contrary.
- 39. SURVIVAL OF CERTAIN PROVISIONS:** The terms of this Agreement, including any Exhibits and attachments, that by reasonable implication contemplate continued performance, rights, or compliance beyond the expiration or termination of this Agreement shall survive such expiration or termination and shall remain enforceable. Without limiting the foregoing, the Contractor's obligations to provide insurance coverage and to indemnify the City shall survive for a period equal to the duration of all applicable statutes of limitation, plus any additional time reasonably necessary to resolve any

claims, disputes, or legal proceedings initiated within that period. Any grant of property rights or intellectual property rights to the City that, by its terms, extends beyond the term of this Agreement shall remain in effect after expiration or termination, except in the event of termination due to the City's breach of its payment obligations. Any warranties made available to the City, whether provided under this Agreement or otherwise, shall survive expiration or termination of this Agreement for the full duration specified in the warranty documentation or as permitted by applicable law. Upon expiration or termination of this Agreement, in whole or in part, the Contractor shall promptly return to the City all City Data and any other materials or information provided by the City, in the format reasonably requested by the City, and shall permanently delete or destroy all remaining copies thereof.

- 40. INUREMENT:** The rights and obligations of the Parties herein set forth shall inure to the benefit of and be binding upon the Parties hereto and their respective successors and assigns permitted under this Agreement.
- 41. TIME IS OF THE ESSENCE:** The Parties agree that in the performance of the terms, conditions, and requirements of this Agreement, time is of the essence.
- 42. FORCE MAJEURE:** Neither Party shall be responsible for failure to fulfill its obligations hereunder or liable for damages resulting from delay in performance as a result of war, fire, strike, riot or insurrection, natural disaster, unreasonable delay of carriers, governmental order or regulation, complete or partial shutdown of manufactures, unreasonable unavailability of equipment or software from suppliers, default of a Subcontractor or vendor (if such default arises out of causes beyond their reasonable control), the actions or omissions of the other Party and/or other substantially similar occurrences beyond the Party's reasonable control ("Excusable Delay"). In the event of any such Excusable Delay, time for performance shall be extended for as may be reasonably necessary to compensate for such delay.
- 43. PARAGRAPH HEADINGS:** The captions and headings set forth herein are for convenience of reference only and shall not be construed to define or limit the terms and provisions hereof.
- 44. CITY EXECUTION OF AGREEMENT:** This Agreement is expressly subject to and shall not be or become effective or binding on the City until it has been fully executed by all signatories of the City and County of Denver.
- 45. ADVERTISING AND PUBLIC DISCLOSURE:** The Contractor shall not include any reference to this Agreement or to Services performed pursuant to this Agreement in any of the Contractor's advertising or public relations materials without first obtaining the City's written approval. Any oral presentation or written materials related to Services performed under this Agreement will be limited to Services that have been accepted by the City. The Contractor shall notify the City in advance of the date and time of any presentation. Nothing in this provision precludes the transmittal of any information to City officials.
- 46. EXTERNAL TERMS AND CONDITIONS DISCLAIMER:** Notwithstanding anything to the contrary herein, the City shall not be subject to any provision including any terms, conditions, or agreements, and links thereto, appearing on the Contractor's or a Subcontractor's website, forms, or any provision incorporated into any click-through or online agreements related to the Work unless that provision is specifically incorporated into this Agreement.

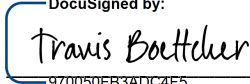
- 47. PROHIBITED TERMS:** Any term included in this Agreement that requires the City to indemnify or hold the Contractor harmless; requires the City to agree to binding arbitration; limits the Contractor's liability for damages resulting from death, bodily injury, or damage to tangible property; requires payment for any obligation where there has not been an appropriation; requires venue and jurisdiction outside of the Colorado; or seeks to modify the order of precedence, as stated in the main body of this Agreement; or that conflicts with this provision in any way shall be *void ab initio*. All contracts entered into by the City, except for certain intergovernmental agreements, shall be governed by Colorado law notwithstanding any term or condition to the contrary.
- 48. USE, POSSESSION OR SALE OF ALCOHOL OR DRUGS:** To the extent applicable, the Contractor shall cooperate and comply with the provisions of Executive Order 94 and Attachment A thereto concerning the use, possession or sale of alcohol or drugs. Violation of these provisions or refusal to cooperate with implementation of the policy can result in the City barring the Contractor from City facilities or participating in City operations.
- 49. COUNTERPARTS OF THIS AGREEMENT:** This Agreement may be executed in counterparts, each of which shall be deemed to be an original of this Agreement.
- 50. ELECTRONIC SIGNATURES AND ELECTRONIC RECORDS:** The Contractor consents to the use of electronic signatures by the City. This Agreement, and any other documents requiring a signature hereunder, may be signed electronically by the City in the manner specified by the City. The Parties agree not to deny the legal effect or enforceability of this Agreement solely because it is in electronic form or because an electronic record was used in its formation. The Parties agree not to object to the admissibility of this Agreement in the form of an electronic record, or a paper copy of an electronic document, or a paper copy of a document bearing an electronic signature, on the ground that it is an electronic record or electronic signature or that it is not in its original form or is not an original.
- 51. ATTACHED EXHIBITS INCORPORATED:** The following attached exhibits are hereby incorporated into and made a material part of this Agreement: **Exhibit A**, System Description; **Exhibit B**, Subscription System Support; **Exhibit C**, Subscription Pricing; **Exhibit D**, Mobile Functional Specifications; **Exhibit E**, Motorola Solutions Customer Agreement; **Exhibit F**, Certificate of Insurance; **Exhibit G**, Denver Airport Additional Terms and Conditions; **Exhibit H**, Information Technology Provisions; **Exhibit I**, PII Certification; and **Exhibit J**, Criminal Justice Information Services Security Addendum.

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By:

Contract Control Number:
Contractor Name:

TECHS-202581943-00
MOTOROLA SOLUTIONS, INC.

By:  970050FB3ADC4F5...

Name: Travis Boettcher
(please print)

Title: Vice President
(please print)

ATTEST: [if required]

By: _____

Name: _____
(please print)

Title: _____
(please print)

Exhibit A



Section 1

System Description

Computer Aided Dispatch and Mobile Data System Software Solution

October 3, 2025

City and County of Denver, CO

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Section 1

System Description

1.1 System Overview

Motorola Solutions is pleased to present the following system for the Denver, City and County Of, CO (hereinafter referred to as the "City"). Our system is based on our interpretation of the requirements presented in your Request for Proposal and responses to questions you provided.

Motorola Solutions' offering consists of PremierOne CAD/Mobile application and client software, CommandCentral Aware, AppArmor, interfaces and services (as stated in the Statement of Work). The option of system software and server and network hardware is also included.

In addition to the proposed hybrid on-premise system for the City, this contract also includes a future migration entitlement which will enable the City to transition to Motorola's cloud-based CAD and Mobile and to take advantage of Cloud functionality as it fits the needs of City. The entitlement for the City in this hybrid solution includes:

- Hybrid functionality and new cloud functionality will be included in this contract and at no cost to the City, based on the hybrid solution description in this document.
- Complete cloud migration (entitlement to adopt Cloud functionality which replaces contracted on-premise functionality as it becomes available and meets the needs of City users) is included in the contract, at no cost to the City.

1.1.1 Participating Agencies

The designated agencies participating in the system are:

- Denver 911 - Communications
- Denver International Airport - Communications
- Denver Police Department
- Denver Fire Department
- Denver Health Paramedics (EMS)

1.1.2 Basis for System Sizing

Motorola Solutions uses Call for Service (CFS) and client quantities as the parameters to establish the tiers of infrastructure sizing. Based on the counts provided by the Customer, the system has been sized as follows:

- Up to 2,000,000 CAD Calls for Service per year
- Up to 250 PremierOne CAD clients
- Up to 1000 PremierOne Mobile clients

For optimal system performance, the following counts and recommendations for data retention should not be exceeded. Five (5) years of PremierOne CAD data retention (2 years of live online data and 3 years of archived data).

1.1.3 Application Software and System Components

This System is comprised of the following component and Subsystem elements:

CAD Subsystem

- PremierOne CAD version 4.6.16
- PremierOne Mobile (Windows, Android, iOS)
- Automatic Resource Location (ARL) via:
 - Direct GPS via Customer-provided cellular network
 - PremierOne Mobile via Customer-provided cellular and/or Wi-Fi network
 - PremierOne Mobile with Mobile Mapping
- Continuity Services

CommandCentral Components

- CommandCentral Aware Plus
 - ASTRO 25 Radio Location on Push-To-Talk (PTT) via Intelligent Middleware (IMW).
 - PremierOne CAD Integration for Incidents and Unit Location ARL
 - Rave Mobile Integration
 - ShotSpotter Integration
 - Genetec Security Center
- CAD Web Client for PremierOne CAD

System Components

- AppArmor Platform
- CAPE Drone Software Platform (Optional)
- System Interfaces as described in Section 2
- PremierOne CAD System Hardware with:
 - PremierOne CAD System Monitoring
 - PremierOne CAD SUS
 - Managed Detection and Response

The following represents a logical illustration of the system components.

CAD Workstation Components:

- (118) HP Z2 Tower G9
 - Windows 11 Pro 64 High End
 - Intel Core i9-13900K 3.00G 36MB 24 cores 125W CPU
 - 16GB (1x16GB) DDR5 4800 UDIMM ECC Memory

- NVIDIA RTX 4000 Ada 20 GB 4DP Graphics
- HP miniDP-to-DP Adapter (4-pack)
- Z Turbo 512GB PCIe-4x4 2280 TLC M.2 Solid State Drive
- HP 125 BLK Wired Keyboard, HP Wired 128 LSR Mouse
- 9.5mm SuperMulti DVD RW
- NVIDIA Mellanox ConnectX-6 DX Dual Port 10/25GbE SFP28 NIC

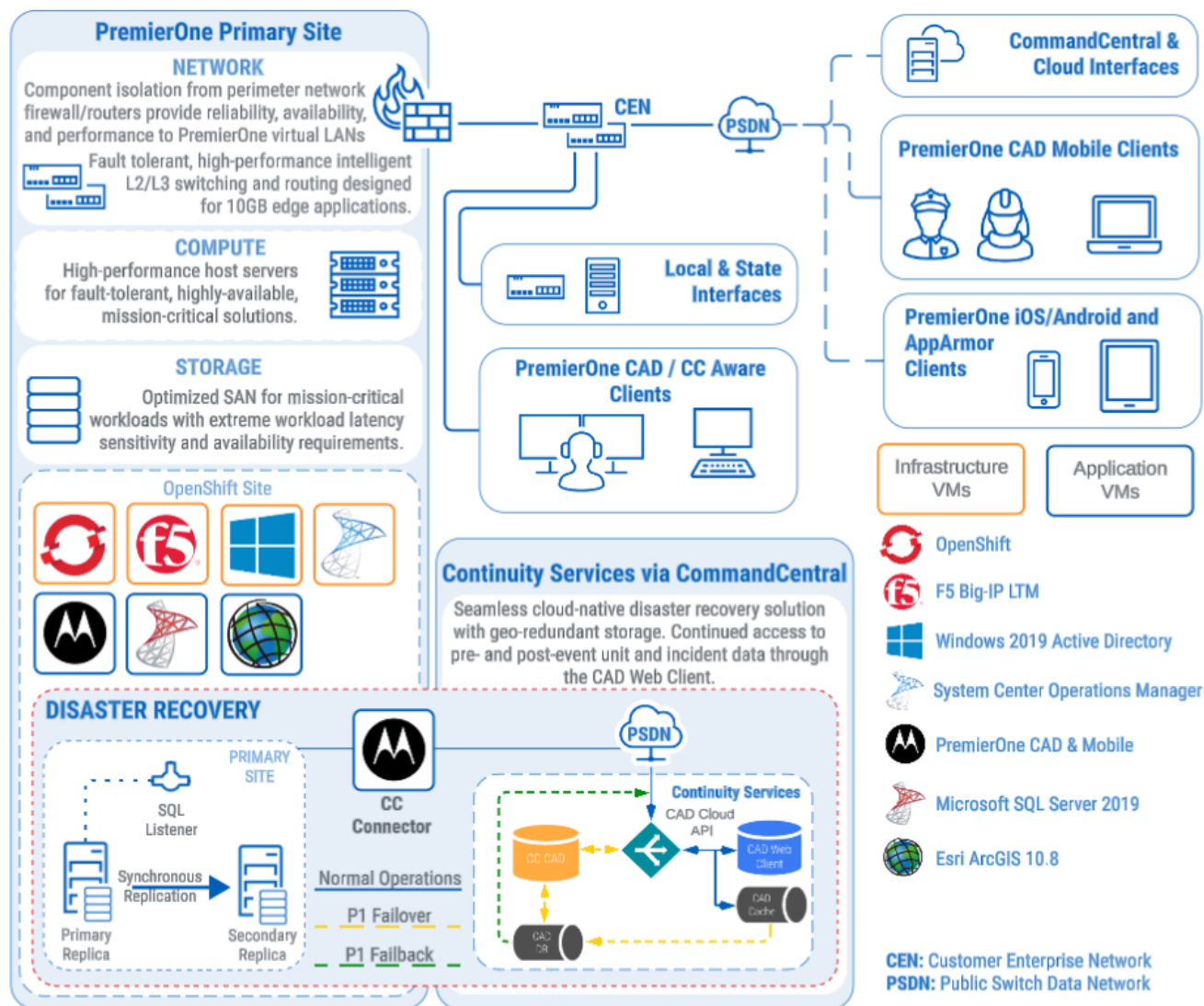


Figure 1: Representative System Diagram

1.1.4 System Application Client Software Licensing

The following table summarizes the number of PremierOne client application software licenses for all agencies listed in Participating Agencies.

Table 1-1: Software Subscriptions

System Client Licenses	Quantity	Type
PremierOne CAD Dispatch Client with Mapping	-	Site
PremierOne Mobile (Windows)	20	Client/Device
PremierOne Mobile (iOS or Android)	-	Site
CAD Web Client for PremierOne CAD	-	Site
CommandCentral Aware Plus	-	Agency Subscription
AppArmor Platform	-	Agency Subscription
CAPE Drone Software Platform (Optional)	-	Agency Subscription

Note: Site license quantities are limited to concurrent users noted in 1.1.2 Basis for System Sizing.

1.1.5 System Integrations

The table below lists the integrations included in our system.

Table 1-2: System Integrations

RFP ID	Integration Name
01	PremierOne CAD with Rapid SOS
13	PremierOne CAD with Rave Mobile AppArmor
14	PremierOne CAD with Motorola MCC7500
14	PremierOne CAD with Motorola Radio Push-to-Talk (PTT) / Emergency Button Activation
19	PremierOne CAD with Rave Mobile Smart911
	CommandCentral Aware with IMW
	CommandCentral Aware with PremierOne CAD

1.1.6 System Interfaces

The table below lists the interfaces included in our system. A complete description of each interface listed in the table below has been provided. Any requests for change to the interface description following contract is subject to review and consideration through the change control mechanism of the contract.

Customer is responsible for acquiring any licensing required to use third-party systems; therefore, licensing is not included unless explicitly noted in the proposal.

Table 1-3: PremierOne System Interfaces

RFP ID	Interface Name	Interface Description
02	ShotSpotter	Confirmed gunshots are transmitted from ShotSpotter with address information to create an incident in PremierOne CAD.
03	CentralSquare Unify	Unify CAD Data Integration Hub - <i>Denver Regional Data Consortium</i> Bidirectional CAD-to-CAD interface allowing PremierOne CAD to exchange calls for service requests, mutual and automatic aid, incident and unit status information with external CAD systems.
05	Fusus (RTCC)	Fusus Real-Time Crime Center Fusus Data View Interface provides Fusus with client access to retrieve information about active or closed incidents in the PremierOne CAD RDW
06	SalesForce	Citizen Incident Reporting Bidirectional interface receives new incident creation messages and returns calls for service incident details and case report number.
07	Verint	Audio Logger A standard Call for Service Data View Interface provides Verint client access to retrieve information about active or closed incidents in the PremierOne CAD RDW
08	Everbridge	Notification and Citizen Incident Reporting Everbridge notification outbound interface provides messages from PremierOne CAD to Everbridge. The inbound interface receives a new incident creation message from Everbridge.
09	Axon BWC	Body Worn Camera System Interface provides Call for Service data to Axon via network file location.
10	StarChase	GPS feed for pursuits Interface receives a new incident creation message from upon device launch. Standard CAD DirectGPS feature monitors inbound GPS data.
11	PulsePoint AED	Interface imports and updates the AED location information from PulsePoint and PremierOne CAD.
16	Carbyne 911	Carbyne 911 e911 ANI/ALI and TDD incident creation inbound interface accepts data from telephony vendor and uses it to create the incident.
17	CCIC/NCIC	Query interface enables PremierOne CAD to submit transactions to state (CCIC) and federal (NCIC) systems via the state message switch.
20	VocAlarm Interface (DFD's Station Alerting System)	Bidirectional interaction via API with PremierOne that leverages incident and status information to dispatch crews responding from quarters, and leverages the integration between PremierOne CAD and the Motorola Radio Push-to-Talk (PTT) / Emergency Button Activation integration between portable radios and PremierOne CAD.
21	Versaterm RMS	Standard Call for Service Data Feed provides Versaterm RMS with CAD event data while the Calls For Service Data View provides Versaterm RMS client access to query from the PremierOne CAD RDW.

RFP ID	Interface Name	Interface Description
22	Versaterm vMDT	CAD-to-CAD bidirectional interface enabling Versaterm vMDT clients to initiate and exchange calls for service, incident and unit status information with PremierOne CAD. See Appendix A in this document.
23	ASAP to PSAP	ASAP to PSAP through CCIC connects agencies and alarm companies through the state message switch. Valid alarm request messages result in a pending incident containing the information supplied by the alarm monitoring company.
24	ESO FRMS	The ESO Fire Records Management System interface uses a standard Call for Service (CFS) data feed to enable PremierOne CAD to provide CFS data to the ESO Firehouse file share system via SFTP.
25	ESO ePCR	The ESO Electronic Patient Care Records interface uses a standard Call for Service (CFS) data feed to enable PremierOne CAD to provide CFS data to the ESO Firehouse file share system via SOAP Web Service.
26	Tablet Command	Interface allows PremierOne CAD to exchange incident and unit status information with Tablet Command. This allows Tablet Command users to receive electronic dispatches and indicate their current status along with location on unit status change.
28	ProQA EMD	Bidirectional client-to-client interface enables call takers to seamlessly switch between applications and receive incident creation messages.
29	Veoci (Airport)	Interface uses a standard Call for Service (CFS) data feed to enable PremierOne CAD to provide CFS data to the Veoci (Airport) file share system.
31	FrontLine QA Tracker (Airport and 911)	Interface uses a standard Call for Service (CFS) data feed to enable PremierOne CAD to provide CFS data to the FrontLine QA Tracker (Airport) file share system.
N/A	Legacy CAD Data	External Query Interface for Legacy CAD Data
	Optima	Interface uses a standard Call for Service (CFS) data feed to enable PremierOne CAD to provide CFS data to Fire RMS
	SpyderTech	Expose DataView from RDW
	GovtWorx	Expose DataView from RDW
	Carbyne 911 Triage	A standard Call for Service Data View Interface provides Carbyne 911 access to retrieve information about active incidents in the PremierOne CAD RDW.

Table 1-4: CommandCentral Aware Interfaces

RFP ID	Interface Name	Interface Description
	ShotSpotter	Confirmed gunshots are transmitted from ShotSpotter with address information to display in CommandCentral Aware map.
	Genetec Security Center	Displays information received from the Genetec Video Management System
	Maverick Drones	Real-time streaming of Maverick Drones (requires implementation of Cape)

Motorola acknowledges the request for the following interfaces but based on our understanding of the required functionality it will be met by a feature/function native to the solution and therefore does not require an interface.

Table 1-5: Interfaces Met By Native Functionality

RFP ID	NATIVE FUNCTIONALITY
18	Spectracom 9483 – Atomic time is synchronized across all applications using Active Directory. Domain controllers are configured to use the Spectracom 9483 Master Clock.
30	Zetron Telephony (Airport) – ANI/ALI information for Denver 911 transferred calls are part of the shared CAD incident and does not require an additional interface.

1.2 Application Descriptions

The following sections provide brief descriptions of PremierOne CAD, PremierOne Mobile, CommandCentral Aware, AppArmor, and other system applications. The PremierOne equipment contains Commercial Off-the-Shelf (COTS) products, therefore software development is not provided.

1.2.1 PremierOne CAD

Motorola Solutions has designed PremierOne CAD to be the central convergence point for communications from multiple sources and systems, mission-critical information, and resource management.

The user interface offers quick access to information via a location-based, Esri-standard GIS map. Users perform commands and functions using a mouse, command lines, function keys, shortcuts, or user definable right-click menus. The GPS-aided resource management tool displays the location and identity of GPS-equipped vehicles or devices enabling a coordinated response while further supporting officer safety.

In PremierOne CAD, Automatic Resource Location (ARL) can be used to track the location of emergency vehicles when requiring units to respond to an incident. By adding ARL, PremierOne CAD

can make recommendations based on the actual location of units rather than recommending units solely based on jurisdictional assignment.

PremierOne supports Direct GPS Connection where location information is sent directly to PremierOne without the use of the PremierOne Mobile client application. Direct GPS Connection requires that device location is reported to PremierOne using Trimble ASCII Interface Protocol (TAIP) with a unique identifier over User Datagram Protocol (UDP).

Users can create incidents from public telephone calls, from information received from an officer or another public safety agency, or through an alarm interface. Once the user enters basic details of the incident into the system, users may dispatch field personnel to handle the incident. Users may update incidents with additional details such as information about the handling of the incident. Once the user has completed the incident in an appropriate fashion, the user then can close the incident.

Field personnel may use PremierOne CAD to retrieve details about incidents or to make incident updates. Additionally, supervisory personnel may use the PremierOne CAD to monitor the operations of the communications center, the handling of incidents, and field unit statistics.

PremierOne CAD functions as a standalone product but also seamlessly integrates with Motorola Solutions' PremierOne Mobile and Records applications. PremierOne CAD may also be integrated with other Motorola Solutions and third-party systems.

Users that can benefit from accessing PremierOne CAD and Mobile include but are not limited to Dispatchers, PSAP Supervisors, Patrol Officers and Call Takers.

1.2.1.1 PremierOne CAD Concepts

User Input

Users may operate PremierOne CAD either with or without a mouse. While all commands and actions within the application can be accessed with the mouse, users also may drive PremierOne CAD almost exclusively from the keyboard. A few PremierOne CAD functions, such as selecting units from a map, must be performed with a mouse.

Work and Status Monitors

Users perform the majority of actions within PremierOne CAD's work monitor. Status monitors present summary information about incidents or units. A user may have one or more status monitor windows available at the workstation.

Security and Roles

PremierOne CAD recognizes authorized users and provides access to individually authorized functions at the time of sign-on. To facilitate these responsibilities, access rights and permissions are associated with the various functions available within PremierOne CAD. A role is a set of specified privileges, which provide access to data, commands, forms, devices, and functions. Each user and device is assigned to one or more of the default of Customer-created roles.

Units, Incidents and Dispatching

A unit within PremierOne CAD represents the resources, which are dispatched or monitored by the communications center personnel. All units in the system are identified with a unit id, which is typically the radio call sign for the unit. Users can initiate incidents from the command line or from the incident

initiation form. The system provides a user with four methods to begin the incident dispatching process. These four methods include:

- Dispatch incident function key
- Incident dispatch command
- Dispatch form
- Drag and drop feature within status monitors and map

Incident Management

In addition to initiating and dispatching incidents, users can manage existing incidents through the various incident management features of PremierOne CAD:

- Updating existing incident information
- Associating incidents
- Disassociating incidents
- Cloning incidents
- Multi-Assign units
- Closing incidents
- Reopening incidents
- Displaying a summary list of incidents
- Searching for incidents

Unit Management

Users have the ability to monitor and maintain the current activities for each unit through the various unit management features:

- View and update unit assignment data
- Make unit status changes
- Manipulate a unit's call stack
- Transfer units
- Multi-Assign units
- View a unit's history
- Move units from one station or area to another station or area
- View the current activities for a unit
- Assign crews
- Clear units from an incident
- Manipulate units that are assigned to incidents
- Move resources to cover depleted stations or areas
- Alter a unit's capabilities based on the personnel assigned to that unit

Federal, State and Local Queries

PremierOne allows users to submit requests for information to external databases. These external queries can involve local agencies, as well as state and federal agencies. External databases all have their own data formats and respond to submitted queries with one or more responses.

Maps

PremierOne mapping utilizes products from Environmental Systems Research Institute (Esri) for geo-processing. The display of maps is an integrated component within PremierOne. The map may be configured to automatically display when the user signs on to the workstation. A number of commands and functions allow the user to manipulate the map and make updates in response to user actions. The map may be configured to display an icon at this location to assist the call taker in determining the location at which an emergency response is required. The system also attempts to find the nearest address/common place to the caller coordinates.

Mail & Messaging Services

The mail and messaging functionalities of PremierOne CAD allow users to exchange and distribute electronic mail and messages within the dispatch center and to units equipped with MDTs.

1.2.2 PremierOne Mobile with Mobile Mapping

PremierOne Mobile provides public safety personnel the ability to assess and prepare for a situation while enroute to the scene. Users access information via screen configurations that provides navigation throughout the PremierOne Mobile application.

Table 1-6: PremierOne Mobile Mapping Capabilities

PremierOne Mobile - Available Clients:	Windows	Android	iOS
Operating System	Windows 10+	Android 10-12	iOS 14 - 16
Cloud Enabled	•	•	•
Silent Dispatch	•	•	•
Incident & Unit Management	•	•	•
Real-Time Status Monitors	7	5	5
Field Initiation for Traffic Stops & Other Incidents	•	•	•
Database Querying	•	•	•
Unit Location Tracking	•	•	•
Premise & Hazard Details with Images	•	•	•
Geofencing with Entry & Exit Alerts	•	•	•
4G/5G & LTE Network Capability	•	•	•
CJIS Security Support with FIPS 140-2 Encryption & Auditing	•	•	•
Barcode Scan	•	•	•
Voice Entry for Comments		•	•

PremierOne Mobile - Available Clients:	Windows	Android	iOS
Actionable URL in Comments	•	•	•
Messaging	•	•	In-Progress
BOLOS	•	•	In-Progress
Advanced Mapping, BOLOs, Premise & Hazards	•		
Advanced Configurations	•		

The integrated map provides the user the ability to display call location, drive directions, premise hazards and the location of other units. PremierOne Mobile leverages the same common map platform used in PremierOne CAD, which is managed and provisioned from a centralized location and deployed to all systems remotely.

PremierOne Mobile obtains location information from a collocated GPS receiver. The PremierOne Mobile Windows Client supports either the Trimble ASCII Interface Protocol (TAIP) or National Marine Electronics Association (NMEA) standard. The PremierOne Mobile client application can send its location to PremierOne CAD via a cellular data modem. The vehicle location information is used by PremierOne CAD to support location dependent features including: Mapping, Track-It, Follow-It, and Recommendations.

1.2.3 PremierOne CAD Reporting Services

1.2.3.1 SQL Server Reporting Services (SSRS)

SQL Server Reporting Services (SSRS) provides a set of on-premises tools and services that create, deploy, and manage paginated reports. Paginated reports are ideal for fixed-layout documents optimized for printing, such as PDF and Word files. The SSRS solution flexibly delivers the right information to the right users. Users can consume the reports in a web browser on their computer or mobile device, or via email.

SSRS Reports and Services

A standard reports library is included in the product, these reports will be loaded to the Customer system(s), and be used during the Reporting Workshops. The Workshops will provide the attendees with the knowledge on how to create custom reports against the PremierOne databases utilizing Microsoft's SSRS software.

1.2.3.2 Intelligent Data Discovery Services (IDD)

IDD Services include instruction in the use of advanced SQL Server Reporting Services (SSRS) features, which will allow for the connection, extraction, and display of data from CAD in the tailored standard IDD and customized dashboards. IDD's use of Microsoft's SSRS employs the data to generate and securely share online dashboards and reports, initiate searches and mine data.

A single copy of each of the Standard IDD dashboards will be tailored per the provisioning of the system(s) and delivered to the site, IDD is limited to data existing in the system datasets. A map view of the data, such as location of Incidents, may be produced as part of the report output without interactive mapping ability. Total system capacity for IDD is dependent upon the total number of concurrent reports

being requested from the RDW server. Final system capacity is dependent upon final design and report types being generated on a concurrent basis.

CAD IDD Dashboards and Services

- Three (3) Tailored Standard Dashboards
 - Roll Call Briefing Dashboard
 - Intelligent Resource Deployment Dashboard
 - COMPSTAT Dashboard
- View Only CAD IDD bundle
 - Unit Status
 - Unit History
 - Map
 - Incident Search
 - Drill-through to Incident Details and Officer Activity Reports
- Three (3) days of PremierOne CAD Intelligent Data Discovery (IDD) Workshop, after completion of requirements.
- Two (2) Customer Defined Dashboards (defined and scoped during the IDD Workshop and limited to data existing in the system CAD dataset, built as a remote effort by Motorola).

1.2.4 CAD Web Client for PremierOne CAD

The CommandCentral CAD Web Client augments the PremierOne CAD on-premise system, providing seamless bi-directional functionality between the CAD Web user and the dispatcher in communications. Users can access CAD incident and unit data on an internet-connected laptop or PC. Use cases include dispatch supervisors, command staff, real-time crime center analysts, watch commanders, and other authorized users accessing information from outside of the dispatch center/station without a need to VPN into a network or use a PremierOne CAD or Mobile client.

The CAD Web Client provides a view of pending/active incident information, unit information, and mapped locations of incidents. Users can switch easily from light to dark mode and use pop-out screens to personalize their view. CAD Web Client also provides the capability to create single-agency / single-discipline CAD incidents with address validation against Esri World Geocoder. The application also provides the ability to assign Report numbers (currently, a single report number can be assigned to an existing non-closed CAD incident). Users can also update CAD incidents (involved persons, vehicles, comments). The CommandCentral CAD Web client is exclusively cloud-hosted by Motorola, utilizing Azure Government Cloud.

Web Client users can also track the locations of units based on real-time GPS data in the Web Client Map. In addition to that, the CAD Web client provides basic incident search capabilities so that users can look up pending, active, and closed incidents by several parameters (CAD Incident ID, RMS Report ID, involved person's first, last name, and phone number, comments, address, and incident type). Users can also view incident history from within the Web Client UI to understand the chronology of events in a given CAD incident.



Figure 2: CommandCentral CAD Web Client

For a selected incident, users can view the basic CAD incident details information in a PDF format and/or print it out in a report format when CC Reporting service is enabled. The report includes agency information, assigned units and their key response timestamps, comments, reporting party information.

1.2.4.1 CAD web client architecture

Once the needed infrastructure is setup to send CAD incident and unit data to the cloud, CAD Web client relies on that data available in the cloud to display available information to the users. There are on-prem and cloud components that need to be installed and configured for the data flow to function properly. Information flows continuously so there is a second or sub-second delay between an update happening in CAD and visible to the cloud.

1.2.4.2 CAD Web Client

CAD Web Client provides dispatchers and other authorized personnel with the following functionality:

- Monitoring capabilities (incident and unit)
- Permissions management to ensure that users are only able to view details of incidents from agencies they are provided access to
- CAD Map (incident display and display of assigned units)
 - CAD Web Client leverages Universal Web Map for map data display. In case the agency publishes their map layers to the cloud (provides a way for applications to access their GIS server or uses ArcGIS online to publish map layers as services, they would be able to have their map data appear in Web Client)
- Basic incident search capabilities
- Incident history including unit dispatch and status update timestamps
- Incident management capabilities
 - Incident create (single/multi-discipline)
 - Field initiated incident
 - Unit assignment
 - Add comment, persons, vehicles
 - Incident close and reopen
 - Request a Records/RMS ID

- Display of associated incidents
- Unit status update, place on/off duty, add a unit comment
- Address verification and reverse geocoding using ESRI World Geocoder and Agency-provided data
- Basic printable CAD incident reports
 - CAD incident details
 - Incident summary by Area
 - Assigned report numbers
 - CAD detailed incident summary

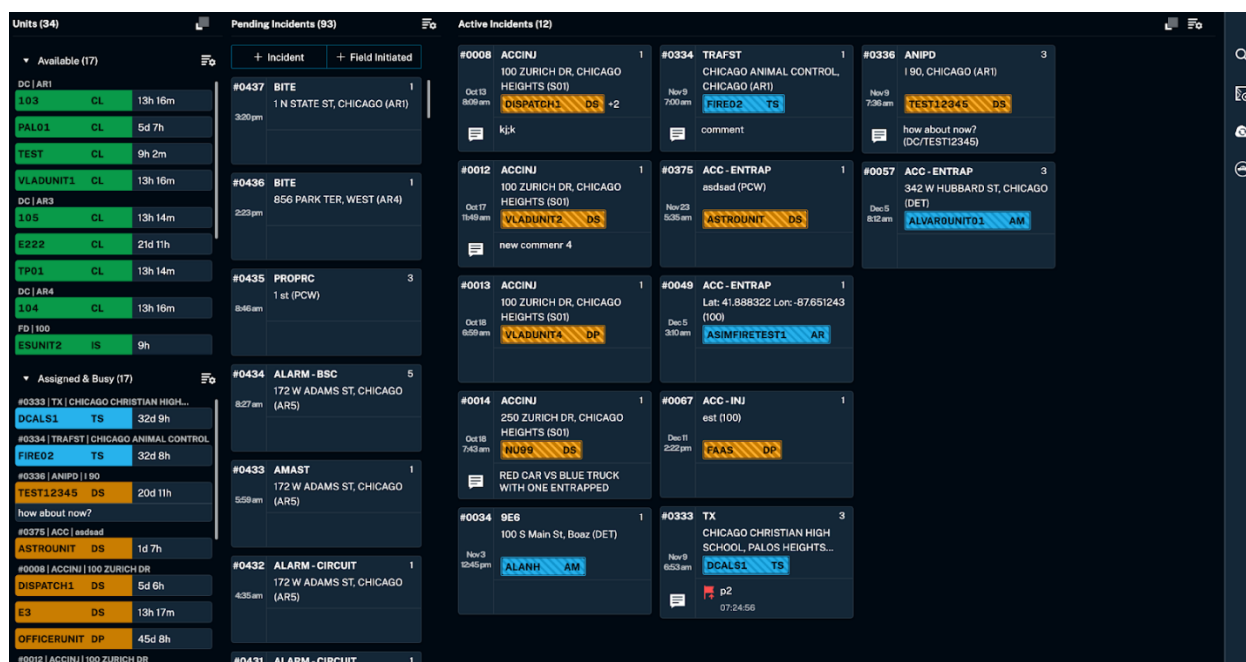


Figure 3: CommandCentral CAD User Interface

1.2.4.3 Monitoring

Dispatchers can monitor units and incidents from the CommandCentral CAD application. This user interface allows call-takers and dispatchers to find the resources they need, with available units sorted by “Unit ID” or by “Area” for quick access. The Unit Details window provides a view of officers assigned to a unit, the incident a unit is dispatched to, assigned areas, and any equipment or capabilities of that unit.

The application also provides an Incident Monitor that displays incident status, making critical event information accessible at a glance. Similar to Unit Details, dispatchers can double-click into incident details to see specific information related to that incident. This information includes Address, Incident Type, Description, Priority Level, and Assigned Units.

CommandCentral CAD monitoring functions include the following:

- Basic incident and unit status monitors

- Multi-monitor support

1.2.4.4 Dispatching

CommandCentral CAD provides easy access to dispatch functions using an intuitive interface. Dispatchers can quickly create an incident from a form in the CAD application, where required fields are highlighted to speed up data entry.

The CAD application also allows dispatchers to search incidents and history to find additional information about past events. Dispatchers can review, add, and modify details about CAD-involved People and Vehicles.

1.2.4.5 Limitations

- No messaging / chat capabilities
- Agency GIS data needs to be deployed to the cloud to be available to the application
- No query (state/national capabilities)
- No E911
- This is not a DR solution and it requires P1 CAD to be fully operational to function
- This is not a phone form factor solution

1.2.5 CAD Continuity

CAD Cloud Continuity for PremierOne offers an efficient and cost-effective approach to maintaining critical Computer-Aided Dispatch (CAD) workflows during pre-planned and unexpected outages, ensuring that essential operations experience minimal downtime.

CommandCentral CAD Disaster Recovery solution leverages CommandCentral CAD as its foundation. CommandCentral CAD is a cloud-native CAD monitoring, call-taking, and dispatch solution accessible by authorized users via Chrome browser. It is a secure application with a cloud-native backend built on the Cloud Infrastructure Engineering platform in the Azure U.S. government cloud. A subset of the application's functionality is available as an extension to PremierOne CAD through the CAD Web Client, as well as a complete standalone system through CommandCentral CAD.

CAD Continuity, using a robust cloud-based infrastructure ready for immediate activation, utilizes the CAD Web Client configured with agency data. This provides a familiar and intuitive dispatch system for CAD operations when the agency's primary system is offline.

CAD Continuity supports the functionality described in Sections 1.2.4.2-1.2.4.5 above.

1.2.5.1 CommandCentral CAD Disaster Recovery Scope

The following sections provide a brief description of the proposed CommandCentral CAD Disaster Recovery Solution.

As a part of the solution, the City is entitled to the following capabilities and support:

- Provide authorized users access to CAD Web Client with a PremierOne CAD backend during normal operations;

- All on-prem CAD incident data is saved to the Cloud via the CommandCentral Connector (C3) integration. Only incidents that are less than 72-hours old can be reopened or modified within the CC CAD system.
- Enablement of CommandCentral CAD services required to minimize downtime when switching from normal operations to CAD continuity mode;
- Ability to request failover over to CommandCentral CAD as a disaster recovery solution for planned or unplanned outages of PremierOne CAD;
- Provide authorized users access to CommandCentral CAD as a standalone CAD continuity solution during primary CAD outage;
- Leverage primary CAD incident and unit numbering to ensure continuity of defined numbering scheme;
- Incident and unit synchronization report to ensure consistent data synchronization from primary CAD to CommandCentral CAD during normal operations;
- Import a subset of provisioning data from primary CAD needed to provision and operate CommandCentral CAD as a standalone CAD system during a primary CAD outage;
- At failback, merging of incident and unit data generated during a primary CAD outage in CommandCentral CAD into the PremierOne CAD operational database;
- Incident and unit merging report to ensure consistent data merging from CommandCentral CAD to primary CAD upon failback;

1.2.5.2 Out of Scope Functionality

The following is out of scope and will not be available as a part of the proposed CAD Continuity and disaster recovery via CommandCentral CAD:

- Ability to change agency code tables, incident and unit settings, and new preassigned units via CommandCentral CAD during primary CAD outage (i.e. any CAD related provisioning changes);
- Ability to change or add new GIS data such as addresses or beats during the outage;
- Custom development of new features in CommandCentral CAD beyond the general availability feature set;
- Any capabilities outside of call taking and dispatch workflows (e.g. records management, digital evidence management, PremierOne mobile clients (Windows devices), etc.);
- Automatic failover from primary CAD to CommandCentral CAD (failover will require intentional activation, but the process once activated will be automated);
- Real-time failover from primary CAD to CommandCentral CAD without downtime (system downtime associated with failover to CommandCentral CAD is expected to occur within five (5) minutes);
- Integration with any 3rd-party systems beyond basic state and national query and E911 (Requires the on-prem anchor server to remain available);
- Side-by-side operation of CommandCentral CAD (standalone cloud CAD) to PremierOne CAD;
- Server restoration using agency CAD data backed up to the cloud storage;
- Hardware for training environment.

1.2.6 CommandCentral Aware Plus

Motorola Solutions' CommandCentral Aware solution combines disparate systems and data into an accessible interface. This single interface offers command centers a complete operating picture to support field personnel in real time. CommandCentral Aware unifies data from mapping, correlated event monitoring, analytics, and communications. This interface streamlines public safety workflows and viewpoints, enabling users to access and act on critical information.

Users that can benefit from accessing CommandCentral Aware include but are not limited to Dispatchers, PSAP Supervisors, Real Time Crime Analysts as well as Investigators.

The agency can increase the value of current investments by connecting CommandCentral Aware to other software platforms. These integrations can include Computer Aided Dispatch (CAD) systems, Call Handling, Land Mobile Radio (LMR), and/or Video Management Systems (VMS). Users can communicate with confidence, knowing their information is hosted in the highly secure Microsoft Azure cloud.

1.2.6.1 CommandCentral Aware Features

CommandCentral Aware provides location and alert capabilities to improve public safety response, described in the sections below.

Mapping

CommandCentral Aware features a unified interface to display locations and alerts. Users can view all location-based data on the map display to enhance decision making. CommandCentral Aware Mapping features also include the following:

- Event Monitors – View device status and location, CAD incidents, open-source data alerts, and sensors on a map. This map can consist of Esri online, Esri server, or static map layers. This map can be modified with other data layers.
- Data Layer Panel – Show or hide data layers to refine the map view.
- Event Information Display – View details associated with each icon on the map.
- Historical Map – View a 90-day lookback of radio locations, CAD incidents, service requests, or emergencies. An export tool extracts the recreated timeline to KML format to view in Google Earth or ESRI ArcGIS Pro. The Location Replay feature enables the historic path of a device's location. Aware's Historical Map view enables users to interact with video assets that were available during the selected, historical time-frame. If the camera (and its relative VMS) has the ability to play recorded footage, the recorded footage of the selected time frame can be played in Aware's Video Module directly from the Historical Map.

Geographic Information System (GIS) Data Set

CommandCentral Aware integrates with hosted GIS data sets from Esri ArcGIS Server or ArcGIS online. The geospatial information contained within these data sets are core to the intelligent map display. This enhances workflow details driven by geography and the metadata contained within these data sets.

Esri's powerful geospatial engine within CommandCentral Aware is used to automatically invoke spatial queries, including nearby items and geographic boundaries. This geospatial processing enables

intelligence-driven analysis in order to focus on the concentrated area of concern and orientate those responding.

Data sets help users to:

- Refine displayed data based on the geographic area defined per user. Data includes area, beat, sector, precinct, zone, or quadrant.
- Find nearby entities by predefined distance. Parameters include closest camera while in route, closest cameras to an event - CAD, gunshot detection, alert.
- Determine road blockages caused by traffic jams, flooded roadways, or other obstacles.

Weather Integration

CommandCentral Aware includes integration with Weather services. This integration provides customized weather-driven services. Services include site-specific forecasts, severe-weather warnings, historical data, and custom analytics. Weather services also provides the following data:

- Location key for the desired location.
- Forecast information for a specific location.
- Current Conditions data for a specific location.
- Daily index values for a specific location. Index availability varies by location.
- Radar and satellite images.

Rules Engine

The Command Central Aware rules engine allows users to create rule-sets to trigger actions based on event types. For example, users can highlight rows in the Event Monitor and customize sound alerts for critical incidents. These visual and audio triggers reduce the number of steps needed to support an incident.

Floor Plan Integration

CommandCentral Aware allows the ability to view building floor plans in the Map Module enabling users to see detailed building levels, switch between floors, and look for specific rooms or cameras on each floor. Clicking the map opens a floor plan widget at the bottom of the window where users can change the view between floors in a building. The Indoor Cameras Tool allows users to place cameras on the building floor it is located on, providing more granularity in locations where cameras are installed on multiple floors. Floor plan files must be in AutoCAD DXF format to be supported by CommandCentral Aware. There are twenty-five (25) floors included with CommandCentral Aware. Each additional floor will incur an additional cost.

ShotSpotter

ShotSpotter sensor technology detects gunfire immediately, sends the location information to police within 30-45 seconds, and provides updates to the CommandCentral Aware map display. This improves response with accurate location data and allows back-up to get to an incident immediately.

The system listens for sounds characteristic of gunfire and filters out ambient background noise, referred to as “pulses”. The pulse measures sharpness, strength, duration, and decay time. If at least three sensors detect a pulse that is potentially identified as a gunshot, the sensor sends a data packet to the cloud where multi-lateration determines a precise location (based on the difference between the time of arrival and the angle of arrival of the pulse).

Once the system determines the location of the sound, it analyzes the sound to determine how likely it is to be gunfire. The sound is compared to a large database of known gunfire and other community sounds to determine if it is gunfire. Once the sound is determined as likely gunfire, it is sent to the Incident Review Center (IRC) for additional analysis. After analysis, the sound is sent to police or dismissed.

The system sends an alert notification to law enforcement and emergency responders. A notification is only sent when the sound is confirmed as gunfire. The gunfire sound is pushed via desktop, browser, and ShotSpotter mobile application. The entire process from initial detection of gunfire to alert takes less than 60 seconds.

1.2.6.2 Video Management System Component Descriptions

As part of CommandCentral Aware, the Video View module consumes video content from a variety of Video Management Systems (live and recorded, fixed and mobile). Each VMS offers a variety of tools via an SDK. These tools can include, but are not limited to, location, user-controlled Pan Tilt Zoom (PTZ), Digital Zoom, Image Capture, Video rewind and export clip, and historic search of recorded video. These features improve productivity and increase responder safety.

The Video View module can also consume video analytics of automated license plate recognition and object detection. These capabilities refine video feeds to accurately assess detail that the eye may not see, further enhancing the users experience within CommandCentral Aware. Component configuration within CommandCentral Aware allows for specific use case definition expanding automated intelligence into the application via:

- Workflow Configuration – Associate related data from different systems to get a comprehensive view of an incident or threat. Display nearby video sources based on CAD incident, sensor alarms, and provided third-party data alerts.
- Real-Time Video Streaming – Patrol the community or view an event in seconds by accessing up to 16 cameras simultaneously from video feeds via VMS. Users can reference the video source, date, time, and location, as well as customize camera groups for quicker access to particular locations.
- Camera Field of View – Define FOV and view on the map display. Users can toggle cameras off and on that may or may not be pointed in the direction of the incident.
- Video Camera Audit Log – Capture user interactions and record them in a log.

Table 1-7: Supported Video Capabilities within CommandCentral Aware

Feature	Description
Camera Import	Importing cameras and the directory tree from VMS to CommandCentral Aware.
Camera Location	Use coordinates stored in-camera custom fields at the NVR (or) pulls geo-location coordinates from the camera units. Specifically identified during installation.
PTZ	Control of pan, tilt, and zoom (PTZ) functions on capable camera units that have been imported into CommandCentral Aware.
PTZ Presets	PTZ cameras predefined pan, tilt, zoom values are applied to live feed.
PTZ Tours	PTZ cameras execute a scan of its vicinity.
Live Video	Direct feed from the camera as provisioned in the VMS system.

Feature	Description
Recorded Video	Playback video from the archive.
Live Snapshots	Perform a screen capture of the live scene to send as an attachment via messaging service.
Recorded Snapshots	Isolate and capture a section of the recorded video to be distributed by the messaging service.
Recorded Fast Forward	Display frame recorded sample at a faster rate playing forward.
Record Fast Backward	Display frame recorded sample at a faster rate playing backward.
Digital Zoom	Magnifies a selected area for live and recorded video.
Video Export	Ability to prepare a video clipping for export to messaging or evidence collection.
Bookmark	On Live View and Recorded Playback, the bookmark automatically captures the camera information, the date, and time stamps for the video, and enables you to input the bookmark author, a name for the bookmark, and an optional description, plus an associated incident identifier. Bookmark fields can be edited later, except for the date, time, and author fields.

1.2.6.3 CommandCentral Aware Design Considerations

- A maximum of 3,000 icons viewed on the CommandCentral Aware client at one time, per instance.
- A maximum of 100 updates per second on the CommandCentral Aware client.
- A maximum of 20,000 total fixed cameras can be supported per CommandCentral Aware instance.
- A maximum of 5,000 radios supported per IMW server.

1.2.6.4 Third-Party Licenses

Genetec requires a specific license to be purchased (part number GSC-1SDK-Motorola-RTVI) to connect CommandCentral Aware and Genetec systems. Two Cloud Server licenses are required (one for each workstation viewing Genetec video). Customer will need to purchase these licenses and provide to Motorola Solutions.

1.2.7 AppArmor

AppArmor Safety is Motorola's Premium Safety App offering: a comprehensive mobile safety app for your residents that provides a highly configurable and branded experience, filled with proactive and reactive safety features. Each safety app is completely custom branded and submitted under the organization's AppStore account.

The platform is powered by a cloud-based console which houses a content management system, mass notification options, reporting functions, and location services features.

Popular Features

1. **Unlimited Push Notifications:** Mass notification system with delivery times of 1-5 seconds. Can be segmented into channels. Notifies even when app is not running.
2. **Friend Walk:** User sends real-time location to a contact or local security/police force. Emergency button in case of a crisis. Brings peace of mind to end user.
3. **Mobile BlueLight/Panic Button:** Simultaneous emergency call and location share. User location sent to cloud dashboard. A blue light in your pocket.
4. **Reporting Capabilities:** Users can report suspicious activity, crime, facilities outages and more, all in real time.
5. **Content Management:** Ability to dynamically add and remove content such as emergency plans, important phone numbers, interactive maps, and other resources in real-time.

Rave's Resident Engagement & Safety Platform combines our robust critical communication solutions to provide seamless engagement and communication with your community.



- **Custom Branded App:** A comprehensive mobile safety app for your residents that provides an entirely customizable and branded experience, filled with proactive and reactive safety features.
- **Mass and Targeted Communications via Cloud-Based Notifications:** With just three clicks send mass notifications and/or targeted messages to connect and inform your community.
- **Incident Task Management:** Leveraging real-time communication tools and provides a practical approach to collaborative incident management that supports organizations during events that require team, department and cross disciplinary communications, as well as situational awareness.
- **Enhanced 911 Capabilities:** Provides 911 teams and first responders with critical capabilities needed to increase situational awareness, handle emergencies quickly and improve outcomes with personal and facility safety profiles, enhanced location data sharing and outbound chat communications.

1.2.8 Drone Software (Optional)

The following capabilities are optionally available to the City. In the event the City elects to enable them, Motorola will incorporate the related activities into the Statement of Work via the change request process.

CAPE is a drone flight control software platform that facilitates local and remote piloting, live streaming to anywhere in the world, and evidence-grade video management.

By integrating CAPE-equipped drones into daily workflows, agencies can assess and make decisions on active situations sooner, saving time and money.



Whether your department is just getting started with your first drone or pursuing an advanced drone-as-a-first responder (DFR) program, CAPE has the tools needed for successful drone management. It is a scalable, subscription-based solution that accommodates both prospective and existing deployments. CAPE supports a growing list of drones, allowing your department to use the hardware that best fits your needs.

1.2.8.1 Features and Benefits

Versatile Drone Control for Public Safety

CAPE is powered by three software applications designed to pilot a local drone, take command of an in-flight drone from anywhere, and watch live streaming from a drone in flight.

CAPE Pilot enables safe drone operations for drone control in the field from a tablet. • Allows control of drones with manual override ability

- Supports geofencing for obstacle avoidance
- Automatically returns drone to home when needed
- Automatically uploads flight data to the cloud
- Provides live streaming capability for any drone with an HDMI interface

CAPE Command enables control for your command center using a Chrome browser. • Allows remote semi-autonomous operation of drone, cameras, and sensors

- Uses predefined locations and routes
- Streams and manages video

CAPE Watch enables viewing in real time from any mobile device for the whole team. • Securely views live video streams from anywhere with low latency

- Receives alerts regarding live flights
- Displays drone location updates

The CAPE Starter package provides live streaming capability for any drone with an HDMI interface.

The CAPE Standard subscription package includes tactical line of sight capability with full geofencing, or free flight options.

Increased Situational Awareness

CAPE improves your team's access to real-time information in emergency situations, helping them make more informed decisions. It allows your team to evaluate active incidents remotely through a drone livestream using an Android or iOS device. This includes command center staff and responders en route to an incident.

Faster Response Time, Increased Safety

CAPE helps your team remotely assess threat levels, prioritizing the safety of your officers. Drones can be deployed in seconds, arriving at crime scenes quicker than any other vehicle. When drones arrive at the scene first, command centers can better identify and dispatch resources. With CAPE, your team can potentially resolve threats without deploying officers.

Automatic Evidence Capture

CAPE allows drones to immediately store images and videos as they are captured. Evidence is automatically uploaded and stored on a secure cloud platform, eliminating the need for the drones to travel back to the command center for upload.

1.3 Integration Descriptions

1.3.1 ASTRO 25 Radio Integrations

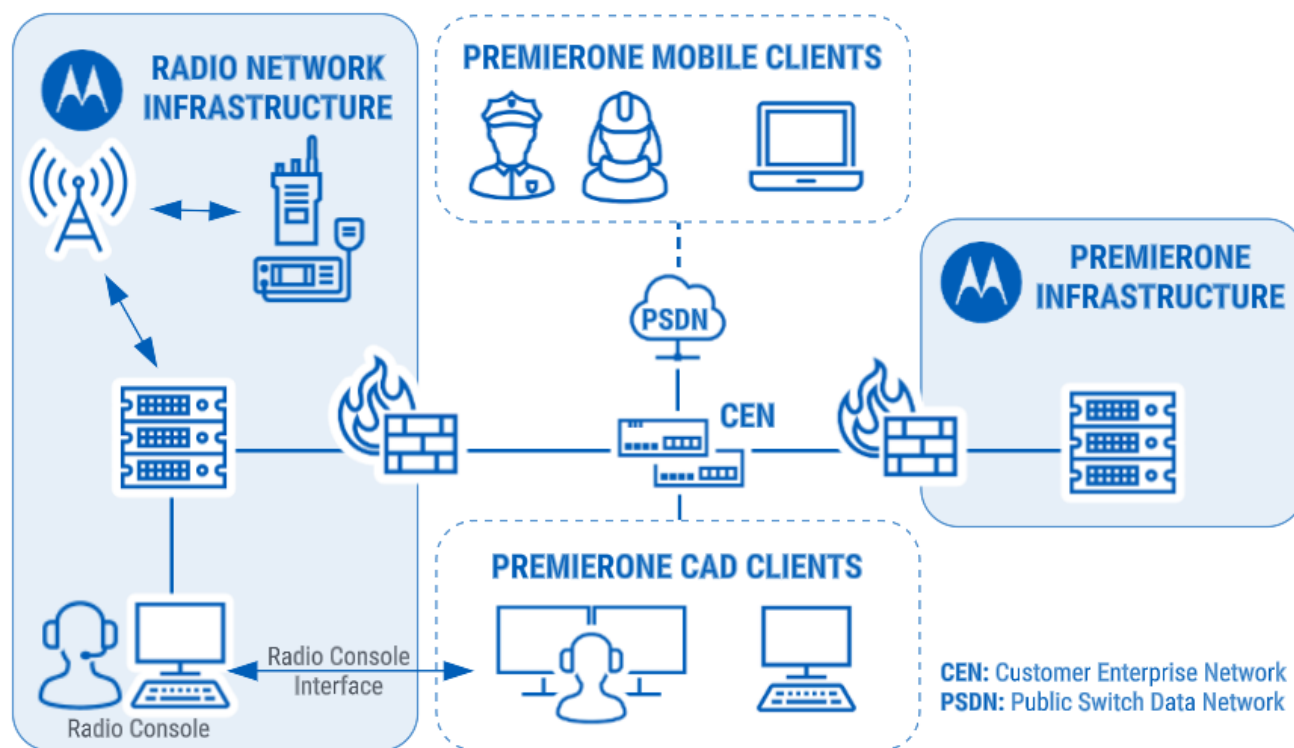


Figure 4: Radio Integration Diagram

1.3.1.1 PremierOne CAD / MCC 7500 Console Integration

The MCC 7500 console integration enables the Channel Grouping feature from CAD.

The Channel Grouping feature is available when system CAD is integrated to the MCC 7500 Radio Console. From a window within the CAD client, the user can use predefined groups or create and maintain their own groups. Groups can be activated as multi-selects on the radio console at the discretion of the user. When the group is utilized, the CAD client will show the status and will allow the user to transmit on all the selected talkgroups. The user can make a priority transmission or may request the use of the talkgroups by alerting the other users with an audible notification. CAD can also be provisioned to automatically load a particular channel group based on the geographical location of an incident.

1.3.1.2 PremierOne CAD / ASTRO 25 APX Subscriber Push-to-Talk (PTT) & Emergency Button Activation Monitor

An emergency can be triggered either by the Radio Emergency button or the Emergency icon on the PremierOne Mobile client.

A radio PTT status monitor window displays an identification of the source of a configurable number of the most recent radio transmission. The information shown to identify the radio varies depending on how the radio has been identified within the system. If the radio has been associated with a unit, a vehicle, or a person, the system identifies that unit, vehicle, or person as the source of the transmission. If an association has not been made, the system displays the ID of the radio.

Any radio that is in emergency status will be displayed in a distinctly different manner in the CAD's work monitor window. Every time a unit keys up a radio that is in emergency status, the display in the PTT window will show the unit is in emergency status.

Radio Channels that are to be monitored by CAD and have their status displayed on the PTT Status monitor must be selected by the CAD User using the CT command. This allows for a dispatcher to select only those channels that need to be monitored and may be associated with a dispatcher's coverage area.

Once the channels are selected, enabling the PTT Status Monitor will ensure that all radio traffic on that channel is monitored and displayed.

RadioServices: Radio Proxy server

The system's element providing the main radio infrastructure interface is the RadioServices server. This stand-alone Server provides proxy functions from the Radio Infrastructure to the CAD system. RadioServices can support ASTRO 25 Integrated Voice and Data (IV&D) Conventional as well as Trunking systems. There are three supported interface protocols from the ASTRO systems: CADI, ATIA, and eCADI.

The RadioServices Server provides four types of data from the Radio system to the CAD system. These include specific radio-initiated events as follows:

- Non-PTT Events (such as affiliation and disaffiliation)
- PTT Events
- Emergency status
- Unit Status Change

1.3.1.3 CommandCentral Aware / APX Radios Location on Push-to-Talk

CommandCentral Aware provides the location of users from GPS-enabled LMR (ASTRO 25 radios) and broadband devices (LTE/WiFi-enabled smartphones, tablets, and modems). When a user presses the PTT, Emergency Button, Man-Down, or On-Demand buttons (or Stale Location or Not Reporting indications activate), CommandCentral Aware pinpoints the location. With each PTT press, CommandCentral Aware updates, delivers, and ingests device location data. This keeps command center personnel informed during critical incidents and allows dispatch to make more informed decisions. A user can be affiliated with multiple devices (both broadband and LMR). Multiple users and their devices can be affiliated with a unit.

Location on PTT increases location accuracy even when the radio system is congested with voice traffic. Location on PTT can be sent over the voice channel, in addition to cadence, distance, or manual updates already being sent over the data channel. Once location data is received by the Packet Data Gateway (PDG) at the ASTRO 25 master site, it is forwarded to the application via Intelligent Middleware (IMW). The CommandCentral Aware application then allows dispatchers to view the location of any APX radio in near real-time to accelerate response.

An APX radio in a group or emergency call sends its current GPS location over the voice channel during each transmission. Location data is embedded directly in the voice stream and sent continuously without impacting voice quality. Radios with Location on PTT can be configured to send their location after each PTT during group calls and during emergency calls.

1.3.2 PremierOne CAD on CommandCentral Aware

CommandCentral Aware integrates with the PremierOne CAD systems to provide CAD status and event monitor capabilities. The CAD status monitor allows users to see a listing of incidents (event type, location incidents, narrative, priority, status, geographic area, and location of devices or units). The application consumes event-driven data from multiple CAD systems, allowing for real time assessment with other relevant data published to the platform, such as officer location, alarms, alerts, tips, tactical information, voice, and video.

1.3.3 RapidSOS Integration for PremierOne

PremierOne integrates RapidSOS features into PremierOne CAD allowing for faster and more reliable caller location and to call takers, improving response to emergency situations. RapidSOS provides supplemental location and data for an answered wireless call at a PSAP. The additional data provided is based on the call ANI, which is sent to RapidSOS on call answer for E911.

1.3.3.1 RapidSOS Location Data Integration

When a call taker answers a call from within PremierOne, RapidSOS will retrieve the caller's device-based hybrid (DBH) location and provide it within three seconds on the call taker's CAD interface. The call taker can then use RapidSOS to track the location of the caller throughout the call, with location data accurate to within three seconds each time the call taker re-bids the location.

1.3.3.2 RapidSOS Supplemental Data Integration

In addition to location data, RapidSOS aggregates available medical or emergency information about the caller from multiple data resources, then displays it to the call taker through the PremierOne user interface. This helps get crucial information to call takers faster than questioning the caller —information that the call taker can then pass on to first responders to help them maintain their own and the caller's safety.

1.3.4 Rave Mobile Integration

1.3.4.1 PremierOne CAD / Rave Mobile9

PremierOne CAD integrates Smart911, allowing call takers to accept and communicate with text-to-9-1-1 wireless callers. Smart911 exchanges the location corresponding to the caller at the

initiation of the call, any location updates during the call, and the complete conversation containing the text-to-9-1-1 dialog.

In addition to directly communicating with through text-to-911, Rave Mobile natively integrates with PremierOne CAD enabling app users to silently alert a PremierOne CAD Dispatcher to the presence of emergency event at their current location. To report the incident, the user in the Mobile (Rave) application taps a button which will provide a pre-defined emergency event code that is used to create a PremierOne CAD event.

1.3.4.2 CommandCentral Aware / Rave Mobile

CommandCentral Aware integrates with Rave Mobile. When a panic alert is initiated in Rave, the alert will be mapped in CommandCentral Aware and populated into the event monitor. Users can access critical details submitted by the user including incident type and multimedia attachments.

1.4 Legacy Data Services

1.4.1 Legacy Data Access or Transactional Data Conversion

It is a very common desire for agencies when migrating to new systems to preserve and utilize the data contained in the legacy systems. There are two types of data that will be accessed or migrated and each type will be treated differently.

The first type of data is configuration data. This consists of code tables and other lists from the existing CAD system. This would include data such as unit identifiers, incident types, personnel information. These data types may either be imported into the PremierOne system or manually entered during the provisioning process. For those tables to which data can be imported, the common process is for the Motorola Solutions team to provide spreadsheets to the Customer personnel. Customer personnel will export the data from the existing system, transform it as needed to match the provided spreadsheets and import it into the PremierOne system using the built-in import functionality. Data that will be manually entered during the provisioning process is gathered by the Customer and recorded on provisioning worksheets.

The second type of data is historical data. This consists of the transactional data that is a record of events / incidences that were recorded in the existing CAD system. This would include data such as incident information, unit history information, messaging information.

Below are the strategies being offered to accommodate access to this historical data.

1.4.2 PremierOne CAD Transactional Data Conversion

Motorola Solutions will convert and extract specific data that exists in the Customer's legacy CAD systems and then import to the CAD system. While Motorola Solutions is responsible for converting the specified data, it is critical that the Customer assigns a knowledgeable resource to this activity that will remain engaged throughout the migration process.

The legacy databases must be in a Customer supplied Microsoft SQL Server databases (hardware and software) external to the system and Motorola Solutions must be able to link directly to the legacy

databases from Microsoft SQL Server. The Customer must also understand the database schema so the table relations can be understood.

Motorola Solutions does not provide any data clean up or manipulation of the provided data. The Customer should conduct a comprehensive analysis of the data in the legacy systems to identify duplicate data/records, lost data, or orphaned records.

Motorola Solutions will migrate twelve (12) months of data. The following are types of data being imported:

- Location
- Call Type
- Disposition
- Comments
- Units Involved
- Agencies Involved
- People Involved
- Vehicles Involved

Imported incidents will have the following characteristics:

- Imported incidents will be created and then “closed”.
- Imported incidents cannot be re-opened or cloned.
- Imported incidents older than the aging threshold set in PremierOne will be moved to PremierOne CAD’s RDW and then purged from production.

1.4.3 Legacy Data Access - Data Warehouse

This data will be extracted from the existing CAD system by the Customer and be incorporated into a SQL data warehouse supplied by Customer that can be accessed via standard SQL tools.

If the Customer chooses to have Motorola Solutions provide the query, they must also supply the database schema so the table relations can be understood. The PremierOne system will query the data warehouse for information regarding this data, during normal operations.

The legacy databases must be stored in Customer supplied relational databases (hardware and software) external to the PremierOne system and Motorola Solutions must be able to link directly to the legacy databases from MS SQL Server. Motorola Solutions does not provide any data clean up or manipulation of the provided data and conducts a single, one-time, bulk load of legacy data. The Customer should conduct a comprehensive analysis of the data in the legacy systems to identify duplicate data/records, lost data, orphaned records, or records that have not been linked properly and resolve those issues prior to extracting the data to be converted.

Please refer to the External Query Interface for Legacy CAD Data in the Interfaces section.

1.5 System Architecture

The system is designed on the principles of Service Oriented Architecture (SOA) allowing separation of servers and services to modular components. The system can be expanded through the allocation of additional physical or logical resources as needs grow. In addition, site-to-site replication creating a multi-site architecture with disaster recovery is included.

The system is deployed with a single production environment incorporating the high availability components and interfaces presented in this system. The production environment incorporates the high availability components and reconfigured interfaces presented in this system.

The system is architected around a virtualized server configuration and supports VMware vSphere 8 (or later) for the hypervisor. Server virtualization provides application isolation providing the ability to isolate specific services for ease of diagnostics and hardware resource management.

1.5.1 PremierOne High Availability Architecture

PremierOne is also architected to have no single point of failure. Its software design is redundant, as database replication occurs across multiple servers. The system is built on industry standard components from Microsoft .NET architecture using Microsoft Windows and Microsoft SQL Server and other vendors.

The combined software, hardware and IT network architecture is designed to provide an integrated high-availability system at each site. Redundant software and hardware components are the basis of the high-availability system design. Redundant network paths are used throughout the system configuration.

Multiple application servers support the application service layer and utilize load balancing to manage the load across the servers. RAID storage configurations provide redundancy and recovery within the storage components, and dual power supplies and circuits are used to ensure power redundancy.

Application, database and Application Delivery Controllers (ADC) failovers operate independent of one another within PremierOne. This means the failure of one component does not require the other components to failover.

PremierOne's active monitoring identifies problems and failures before they occur. For example, low disk space or high processor utilization will trigger an alert to be sent, to notify the recipient of any possible problems or future failure before it affects the system. In the event of a service or component failure, PremierOne will stop using the failed service or component instance and automatically shift over to the secondary service or component instance without impacting operations.

The following depicts the fault tolerant components of the system.

Table 1-8: Fault Tolerant Software Components

Component
<ul style="list-style-type: none"> ❑ Multiple F5 ADCs to provide load balanced network traffic to the application services ❑ PremierOne monitors active services and restarts them as necessary. ❑ In the case of a server failure, the node is disabled transferring the load to the remaining nodes in the cluster.
<p>Replicated databases on different servers. Servers are replicated in a cluster set.</p> <ul style="list-style-type: none"> ▪ SQL Server AlwaysOn provides redundancy and automatic failover. ▪ In case of a database server failure, there is no user intervention required. Secondary database becomes the active database without administrator intervention and continues processing transactions within the data center.
<p>Fault tolerant networking components throughout the entire stack, the use of Link Aggregation Groups between network nodes and multipath configuration such that no single cable, port or device can interrupt system operation.</p>
<p>PremierOne System Manager monitoring:</p> <ul style="list-style-type: none"> ▪ CAD application ▪ Records application ▪ Application Delivery Controller cluster ▪ Database status ▪ Disk space ▪ Windows Performance Counters

The backup service (backup library and backup software), the Report Data Warehouse (ad hoc reporting services), and the Test/Training environments are not designed to meet the same high availability requirements as the production application and database servers. Reporting services and test/training environment(s) are not considered critical and therefore are not redundant in the configuration.

High availability is independent of a geographically redundant secondary disaster recovery system. The system design also provides dual limited use environments that can be used as a test or training environment. The single limited environments do not include the interfaces configured for use in the production environment.

Environment Summary:

- 1 Production Environment for both the Primary and Disaster Recovery Sites
- 1 Limited Use for Test or Training at the Primary Site

1.5.2 Microsoft Active Directory Service (On-Premise)

The system provides directory services to support the secure management and operations of the system through an isolated Microsoft Active Directory (AD) environment. The servers provided with the system contain computer accounts in this AD tree. Service and Administrator user accounts and groups will be set up in the isolated Active Directory with the appropriate group memberships set.

In order to facilitate ease of user account management, the system can use the Customer's AD environment for authentication. Once the user account is built in the system provisioning, it can then use LDAP to query the Customer's environment for the account authentication. By using this configuration, the Customer can enforce password policy, retention, and complexity requirements across the enterprise with a user having a singular identity.

Motorola Solutions will provide a one-way forest trust from the system local domain to the Customer's Active Directory environment. The trust provides users with Domain Administrator privileges on the Customer's AD instance to access and administer the system environment while preserving authentication and logon information. Motorola Solutions recommends that this trust be non-transitive in nature. Motorola Solutions does not recommend a two-way trust, as none of the system service accounts need authentication or resources on the Customer's network.

The system's Active Directory schema is for servers and services. Active Directory user authentication (if desired) will be against the Customer's Active Directory schema.

1.5.2.1 Name Resolution

The system provides host name resolution through an Active Directory Integrated Domain Name Service (DNS). In order for computers residing outside of the system's network to communicate with the system, the Customer must configure their DNS servers to forward their computer's name resolution requests to the system's DNS servers. This will allow devices on the Customer network to find systems within the system's environment.

For increased integration, the Customer, working with Motorola Solutions, must configure their DNS servers to allow name resolution requests from within their networks to be processed.

1.5.3 Common Services

Common Services provides system administrators the flexibility to manage internal services throughout the platform from a single point. The system's Common Services include GIS, System Security, Reporting, and the system tools for provisioning.

1.5.3.1 Geographic Information System (GIS)

Geo-spatial data is uploaded to the system through tools implemented within Esri ArcGIS. Address validation data is maintained in redundant Microsoft SQL Server geodatabases that store locations and boundaries both spatially and in optimized search tables. Esri ArcGIS Servers provide routing and ETA calculations using the Network Analyst extension. Client maps are displayed using Esri ArcGIS Engine.

- The system uses GIS for display, location validation, and unit recommendation. The system's tools made available for ArcTool box, provides the ability to load local data manually or through an automated model.
- The system's Response Boundary Data Import Tool imports and aggregates boundaries in multiple layers into a single spatial table within the geodatabase for support of multi-agency / multi-jurisdictional scenarios. GIS data is a required key component of a system deployment. GIS provides the mechanism for location validation and recommendation for response.
- A system conformant and geographically accurate GIS data is required for the proper operation of the system. It is the Customer's responsibility to provide a complete and accurate GIS data that conforms to the PremierOne GIS Data Requirements as noted in Attachment B for use in

PremierOne. Each agency being added to the system must have their geographic coverage included in the geodatabase imported into the system.

- The use of remote and/or Esri Online services is not supported. Motorola Solutions is not responsible for map availability or any degradation of client performance caused by the use of third-party hosted internet map services as these services are outside the domain of the system infrastructure and are not managed by Motorola Solutions. The system is a mission critical application that must control the import/access of the GIS data.

1.5.3.2 System Security

The system is deployed within its own Microsoft Active Directory (AD) domain in its own local area network. Active Directory Domain Controllers authenticate and authorize users to perform actions within the domain making sure authorized users have appropriate access to data and services. The system user provisioning environment can be set up to query your AD environment (using LDAP) allowing for a single point of user and password management across all applications.

The system network contains multiple virtual local area networks that are used to secure and segment traffic for purposes of user access as well as data storage and replication. System architecture resides behind dual redundant firewalls to protect the system network from unauthorized intrusion and security threats. These firewalls are provisioned in a high availability configuration so if either of the two fails, traffic and security will remain intact across the other.

1.5.3.3 Query Services

PremierOne allows users to submit requests for information to external databases. These external queries can involve local agencies, as well as state and federal agencies. External databases all have their own data formats and respond to submitted queries with one or more responses. These queries can be made available to all PremierOne applications.

PremierOne also allows the customer to build queries against a local database during query provisioning. If a query is configured for submission to both a state interface and a local database, state queries will continue to be passed to the existing CommSys interface, while the local database query will run through the custom XML (in a Motorola Solutions template) provided by the customer.

1.5.3.4 Microsoft Reporting Services

PremierOne uses Microsoft SQL Server 2019 Reporting Services (SSRS) for reporting purposes. SQL Server 2019 Reporting Services is a server-based reporting platform that is used to create and manage tabular, matrix, graphical, dashboards, and free form reports that contain data from relational and multidimensional data sources. The reports can be viewed and managed via a browser.

PremierOne also fully supports the use of Crystal Reports. The PremierOne Report Data Warehouse (RDW) contains Criminal Justice Information System (CJIS) compliant data for the purposes of report generation. The PremierOne CAD RDW is designed with views that are available for access by Crystal Reports.

1.5.4 Motorola-Provided Software Licensing and Hardware

This section discusses the hardware, operating system, and system software of the system which will be installed on premise at the Customer's Data Center Facility.

Note: It is the responsibility of the Customer to provide any specialized hardware and installation to ensure compliance with any Local, State or Federal natural disaster safety regulations.

1.5.4.1 PremierOne System Servers

The system hardware is comprised of Hewlett Packard Enterprise (HPE) servers as physical hosts.

Host servers are HPE ProLiant DL360 Gen11 servers configured with the following components:

- Dual 16-Core Intel® Xeon® Gold 6444Y processor, running at 3.6 GHz
- Each server also contains direct attached storage in the form of two 480 GB NVMe M.2 drives on an HPE Synergy add-in card in a RAID configuration
- Four (4) - 10 Gigabit network ports
- Each server is configured with 384 GB RAM

The Control Plane servers are HPE ProLiant DL320 Gen11 server configured with the following components:

- Single 24-Core Intel® Xeon® Gold 6442Y processor, running at 2.8 GHz
- Each server also contains direct attached storage in the form of two (2) 1.2 TB 10,000 RPM SAS hard drives with Smart Array controllers in a RAID configuration and two (2) 960 GB SATA
- Two (2) – 10 Gigabit network ports
- Each server is configured with 128 GB RAM.

1.5.4.2 PremierOne System On-Premise Storage

The system's online storage is provided through Alletra. Our system design provides storage area arrays that are utilized by the host servers for storage. Customer is responsible for providing an Enterprise Backup Solution.

HPE Alletra Storage

HPE Alletra systems support all-NVMe for accelerated applications and improved density. Alletra is ideal for mission-critical workloads with extreme workload latency sensitivity and availability requirements. A unique, multinode, all-active platform delivers massive parallelization for consistent and predictable performance at scale. Alletra can be non-disruptively scaled- independently of capacity to flexibly match workload and capacity requirements.

The HPE Alletra 5010 Dual Controller SAN provides 42 TB (21x2TB) SAS 12G FIO HDD of RAW storage with Adaptive Flash Array 5.76 TB (6x960GB) SATA 6G FIO Cache. The SAN can be non-disruptively scaled to 210TB, with up to four (4) expansion shelves. Additionally, the SAN is configured with two (2) 10GBASE-T 4-port FIO Adapter Kits for a total of 8 network interfaces.

1.5.4.3 PremierOne Network and Management Components

Motorola Solutions has included network hardware for the system server architecture. Networking hardware for the connectivity outside the system LAN must be provided by the Customer.

Fortinet FortiGate Network Devices

Component isolation provides reliability, availability, and performance. The system is based on Fortinet FortiGate devices to provide the perimeter network router, firewall, and Virtual LAN (VLAN) configurations for the PremierOne system. The Customer will supply either:

- Two (2) x 10 Gb LAN connections per FortiGate for a total of four (4) x 10 Gb connections.
- Four (4) x 1 Gb LAN connections per FortiGate for a total of eight (8) x 1 Gb connections.

Arista Networks Data Center Switches

The EOS modular operating system supports intelligent Layer 2 switching, Layer 3 IPv4/IPv6 routing, as well as role-based policy capabilities.

The Arista 7050TX-48 is a data-center grade 32 port 10Gb Ethernet switch with 40Gb uplink. The switch comes with power supply and fan redundancy. The switches and their design were chosen to provide system availability and redundancy.

The Arista 7010TX-48 is a 48 port 10/100/1000 MB Ethernet switch. This switch is included to provide connectivity for management activities in a subnet outside of those for core functionality.

F5 BigIP Application Delivery Controllers

The system consists of a virtual Application Delivery Controllers (ADC) for the system. These are purpose built appliances that reside outside of the application servers that present a “virtual server” address to the outside world. Upon user connection, these appliances will forward the connection to the most appropriate real server using bi-directional network address translation (NAT).

Network Management Tools

The system consists of a dedicated virtual server to host an instance of the network management tools. The network management tool is set up to monitor traffic and critical data points through the firewalls and load balancers to ensure appropriate system health. Additionally, it monitors and logs CPU and memory utilization on all hardware components as well as various application-level metrics. Monitoring occurs for both sites using a dedicated out of band management server. This data provides Motorola Solutions’ support teams with the information necessary to support the system and provide historical measurements of system performance, while also being able to provide a near real-time status dashboard.

1.5.4.4 Motorola Solutions-Provided Microsoft, VMware, and other Software Licensing

The following table lists the type and number of Microsoft, VMware, Hewlett Packard Enterprise (HPE) and other licenses and the party responsible for providing them.

Table 1-12: Microsoft and VMware Licensing

Microsoft & VMware Licenses	Primary Site	Total	Customer-Provided	Motorola Provided
Microsoft Windows Server 2019 Datacenter	4	4	-	.
Microsoft Windows Server 2019 Standard	1	1	-	.

Microsoft & VMware Licenses	Primary Site	Total	Customer-Provided	Motorola Provided
Microsoft SQL Server 2019 Enterprise ▪ 4-core base license	6	6	-	.
Microsoft SQL Server 2019 Enterprise ▪ 2-core add-on license	10	10	-	.
Microsoft SQL Server 2019 Standard ▪ 4-core base license	2	2	-	.
Microsoft System Center Operation Manager 2019 (SCOM)	2	2	-	.
Red Hat OpenShift Kubernetes with Ansible and Advanced Cluster Management	4	4	-	-
Red Hat Enterprise Linux Data Center	3	3	-	-
Microsoft SQL Client Access License (CAL) * 1 per client. microsoft.com for guidance	*	*	.	-

Please refer to the following table for the Operating System and SCOM license distribution:

Table 1.12a: Operating System and SCOM

Quantity	Description	Destination
4	Microsoft Windows Server DataCenter 2019 OS License	Application Hosts
2	Microsoft System Center Operations Manager 2019 License	Application Hosts

*Please refer to the following tables for the Microsoft SQL license distribution

1.5.4.5 Motorola Solutions-Provided Server and Networking Hardware

The following table lists the server and networking hardware optionally included. A detailed description of each component is available in the System Reference Equipment Configuration that follows.

Table 1-13: Server, Network and Management Components

Component	Description	Quantity	Motorola Provided
Arista Switch DC	Data-center grade 32 port 10Gb Ethernet switch with 40Gb uplink.	2	.
Arista Switch TOR	48 port 10/100/1000 MB Ethernet switch for management connectivity.	1	.
CommSys ConnectCIC	Enables State/Federal Queries	1	included software
F5 Big-IP Local Traffic Manager	Integrated virtual application delivery controllers (load balancers).	2	.

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Component	Description	Quantity	Motorola Provided
Fortinet FortiGate Firewall/Routers	Provides server component isolation to the solution through firewall/routers.	2	.
HPE Application Host Server	The host servers for the application, database, and infrastructure virtual machines.	4	.
HPE Control Plane Servers	The host servers for the virtual machines used to manage the OpenShift platform	3	.
HPE SAN Storage	Provides a shared pool of storage space accessible by the virtual machines.	1	.
HPE Server Rack	42U rack with rack-mounted keyboard and monitor.	1	.

System Reference Equipment Rack Layout

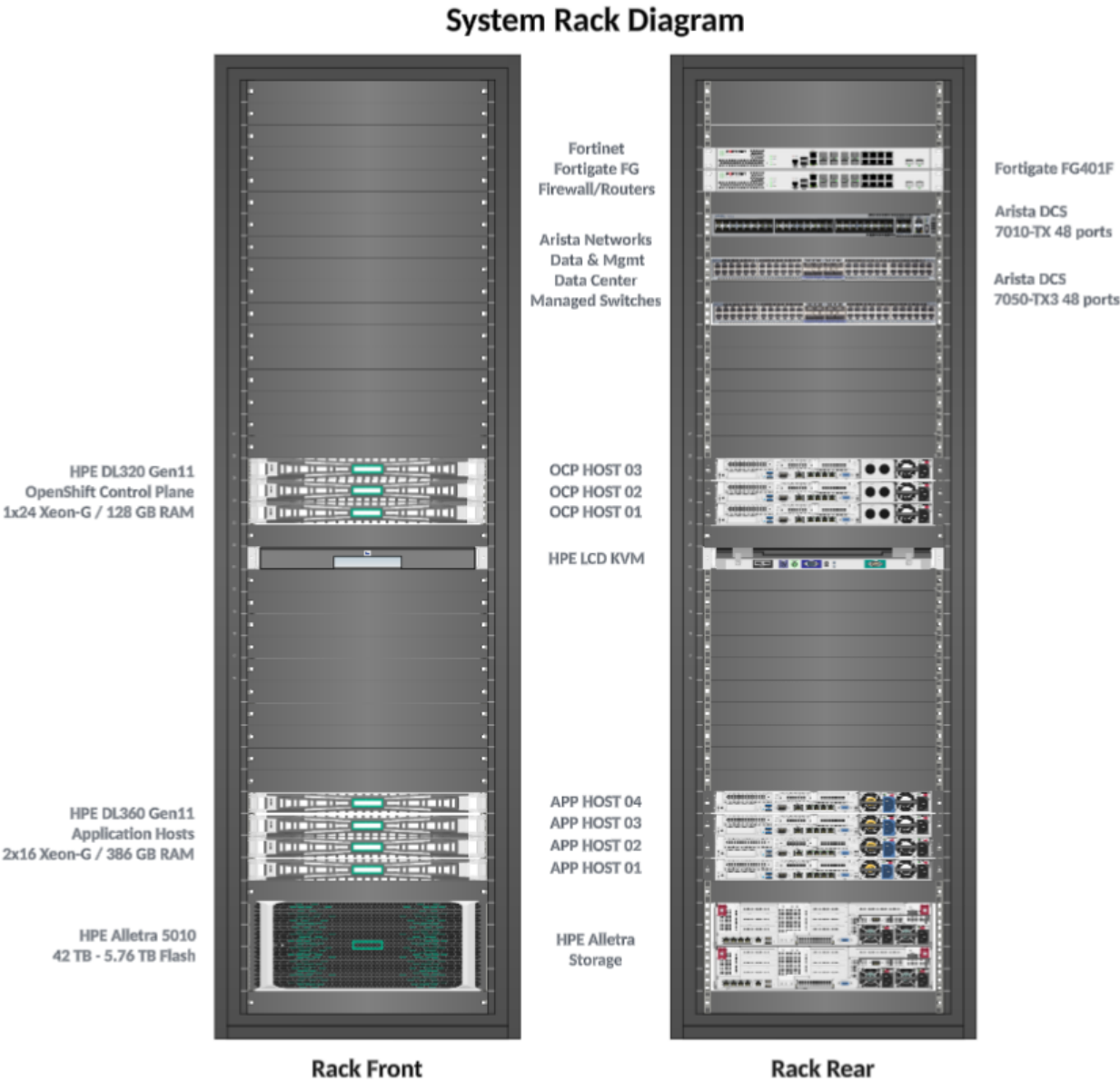


Figure 5: Representation System Rack

1.5.4.6 Customer Data Center Requirements

The environmental data center requirements stated in the following sections must be satisfied in order to support the PremierOne installation. The requirements specify what the Customer must perform, provide, or ensure in order to prepare for and aid with the system deployment.

Included in the requirements are various considerations for the servers and supplemental equipment, power and network connectivity, access to various information and resources, and compliance with laws and specifications.

Equipment Server Rack Specifications

The following tables provide Server Rack specifications needed to meet shipping and installation requirements. This table will be updated once the hardware list has been finalized

Table 1-14: Server Rack Specifications

Component	Specifications
Server Rack Dimensions:	78.9 in. x 39.7 in. x 24 in.
Shipping Dimensions (with packaging materials):	86.2 in. x 48 in. x 35.6 in.
Shipping Weight Primary Site:	1,602 lbs. – Total
Installed Weight:	1,402 lbs. – Primary Site
Maximum Load of Rack:	3000 lb.
Minimum Cabinet Clearance:	Front: 48 inches Back: 30 inches
Power Distribution Units	HPe 4.9kVA 208V

Power Requirements and Heat Output

The following tables provide representative examples of the power utilization, heat output, and the temperature ranges for the various components of the system and the electrical circuits needed by the overall system. It is important to note that these numbers represent an estimate only. This table will be updated once the hardware list has been finalized.

Table 1-15: Power Requirements and Heat Output

Component	Max Total Power (Watts)	Total Heat Generation (BTU/hr.)
System Rack (Primary Site)	7277	24830

Cooling airflow through each server rack enclosure is front-to-back. Because of high heat densities and hot spots, the Customer must ensure that an accurate assessment of airflow into and out of the server equipment has been performed. This is essential for reliable server operation. Airflow assessment is not within the scope of Motorola Solutions' responsibility.

Table 1-16: Temperature and Humidity Ranges

Specification	Operating
Temperature Range	50°F to 95°F
Relative Humidity Range	20% to 80% (non-condensing)

Circuit Requirements

The system racks require a specific type of connector due to the type of equipment housed in each rack. The power circuit requirements for each system server rack are contained in the table below.

Table 1-17: PremierOne Server Rack Circuit Requirements (per rack)

Voltage (VAC)	Dedicated Branch Circuit Rating (A)	Quantity	Line Cord
208	30	4	NEMA L6-30P

Please refer to the following tables for the vCPU, RAM totals and Storage distribution:

Table 1-18: Application Host for 4 Application Host Server Configuration

Host Count	Description	vCPU (cores per host)	RAM (GB per host)
4	Application Hosts PLEASE NOTE Processor Base Frequency of 3.0 GHz and Max Turbo of 3.5 GHz	32	384
	Totals:	128	1,536

Table 1-19: 4 Application Host Servers

VM Name	Description	vCPU (sockets / cores)	RAM (GB)
PINFAD01	Active Directory Server 01 at Primary Site	2/1	4
PINFAD02	Active Directory Server 02 at Primary Site	2/1	4
PCADDB01	CAD SQL Server 01 at Primary Site	4/2	128
PCADDB02	CAD SQL Server 02 at Primary Site	4/2	128
PCADRDW01	CAD RDW Server at Primary Site	3/2	64
PINFSCM01	SCOM Server 01 at Primary Site	2/2	8
PINFSCM02	SCOM Server 02 at Primary Site	2/2	8
PINFGIS01	GIS Server 01 at Primary Site	2/2	16
PINFGIS02	GIS Server 02 at Primary Site	2/2	16
PCADAPP01	CAD App Server 01 at Primary Site	4/2	32
PCADAPP02	CAD App Server 02 at Primary Site	4/2	32
PCADAPP03	CAD App Server 03 at Primary Site	4/2	32
PCADAPP04	CAD App Server 04 at Primary Site	4/2	32
PCADICAD01	CAD Interface Server 01 at Primary Site	2/1	4
PCADAPP01-T	Training - CAD App Server	4/1	16
PCADDB01-T	Training - CAD SQL Server	4/1	48
PINFF501	F5 Appliance 01 at Primary Site	4/1	16
PINFF502	F5 Appliance 02 at Primary Site	4/1	16
PINFDSC01	DSC Server (Jump box) at Primary Site	2/1	4

VM Name	Description	vCPU (sockets / cores)	RAM (GB)
PINFHC01	Health Check Tool	2/1	4
SCADAPP01-S	Staging - CAD App Server	4/1	16
SCADDB01-S	Staging - CAD SQL Server	4/1	48

Table 1-20: Storage for 4 Application Host Server Configuration

Storage Type	Description	Amount
SAN	Storage Area Network	42 TB with 5.76TB Flash
Local	SSD Boot Drive for Application Hosts (per host)	16 GB

Table 1-21: Default Storage Allotment for 4 Application Host Servers Configuration

Disk Letter	Purpose	Size
C	System Drive	80 GB
D	Programs	100 GB
E	Page File	~ 3 X ram GB
K	DB Backups	customer dependent (default = 300 GB)
L	DB Logs	customer dependent (default = 400 GB)
M	DB Data	customer dependent (default = 500 GB)
P	DB Partition	customer dependent (default = 1 TB)
R	Staging	150 GB
T	DB Temp	customer dependent (default = 90 GB)

1.6 Customer-Provided Workstation Specifications

Workstation specifications are representative of workstations used in the testing of the latest release of system software and do not consider any other applications.

Future releases of the system may dictate changes to the workstation specifications. Each agency should consider their own technology replacement lifecycles and policies for specific purchase decisions.

1.6.1 PremierOne CAD Minimum Recommended Specifications

Table 1-22: PremierOne CAD Workstation Minimum Recommended Specifications

Component	Description
Processor	3 GHz Processor (not turbo) Intel® Core i9 Xeon® series preferred
RAM Memory	16 GB or more of memory, ECC preferred. (Although not needed for the PremierOne client, inclusion of additional memory (example, 16GB) in new workstation purchases is common for future capacity.)
Available Disk Space	20 GB available disk space; minimum 256 GB solid state drive (SSD) required for optimal performance
Operating System	Windows 10 Professional higher (64-bit recommended)
Network Interface Card	100 Mb or faster (Gigabit recommended) Ethernet network adapter - Note that network latency will impact system performance.
Display	Three (3) – 1920 x 1080+ pixel, 16+ bit color displays, 60Hz display refresh rate
Keyboard/Mouse	QWERTY Keyboard with 12 Function Keys and Touchpad / Point Stick (or equivalent mouse device)
Graphics Adaptor	Discrete Graphics adapter with at least 512 MB RAM per monitor, 24-bit capable graphics accelerator, OpenGL v2.0 runtime or higher. Latest available drivers. Shader Model 3.0 or higher is recommended. AMD FirePro or Nvidia Quadro series.
Network Bandwidth	2 Mbps network bandwidth (to server) with 20 ms or less round-trip latency
Additional Required Software Applications for PremierOne CAD	Adobe PDF reader (for help files) SQL Server Express 2019 CU level supporting TLS 1.2 is required. ArcGIS Engine 10.6.1 (included with PremierOne CAD client software) Microsoft .NET Framework v4.8 and above
CAD Visual Map Files Required	MXD and GDB formats

1.6.2 PremierOne Mobile Workstation Minimum Recommended Specifications

Table 1-23: PremierOne Mobile Workstation Minimum Recommended Specifications

Component	Description
Device	Modern “business grade” or “ruggedized” Windows notebook
Processor	Multi-core processor (i5 or higher, 4-thread, 2.6 Ghz +), Intel® Core™ or newer Intel® Series
RAM Memory	16 GB or more RAM (4 GB must be available for PremierOne Mobile)
Available Disk Space	20 GB or more available disk space; SSD (Solid State Drive) recommended
Operating System	Windows 10 Professional or higher (64-bit recommended)
Network Interface Card	Wireless communications minimum 3G network, 4G/5G network recommended

Component	Description
Network Middleware	Mobile Virtual Private Network (mVPN) with routing and IP persistence to PremierOne system network
Display	1024 x 768+ pixel resolution display minimum, 16+ bit color display, 11.6" or larger display. Usage on devices with alternative resolutions and smaller screens should be tested and screen settings optimized. Example: On a 10.1" WUXGA screen, use a resolution of 1280 x 800 and a font size of 125%.
Keyboard/Mouse	Standard QWERTY Keyboard with 12 Function Keys and Touchpad / Point Stick (or equivalent mouse device)
Touchscreen	Optional
Graphics Adaptor	Discrete graphics card with at least 256 MB of RAMs
Additional Required Software Applications for PremierOne Mobile	Adobe PDF reader (for help files) SQL Server Express 2019 CU level supporting TLS 1.2 is required. Microsoft .NET Framework v4.8
Additional Required Software Applications for PremierOne Mobile Mapping	ArcGIS Engine 10.6.1 for Classic Map Microsoft Visual C++ Redistributable for Visual Studio 2017
Mobile Symbology Map Format Required	MMPK format with locator and routing features with a separate MMPK with night mode symbology, if required

1.6.3 CommandCentral Aware Recommended Workstation Specifications

Table 1-24: CommandCentral Aware Recommended Workstation Specifications

Component	Description
Processor	Intel Xeon 6136 @3.0 GHz (12 cores).
RAM Memory	32 GB or more memory
Drive	One NVMe 512G SSD.
Operating System	Windows 10 Professional
Network Interface Card	1 Gb port
Graphics Card	NVIDIA Quadro P2000
Display	Narrow Bezel IPS Display, 2560x1440 resolution
Monitor	27" monitor or larger

1.7 Cyber Security

Identifying and mitigating cyber threats requires continuous monitoring and technical capabilities to distinguish real threats from millions of alerts, as well as the expertise to quickly evaluate and remediate them if needed. With ActiveEye Managed Detection and Response (MDR) for PremierOne, Motorola Solutions will provide your agency or command center personnel access to the ActiveEye Security Platform, along with 24/7 support from specialized cybersecurity experts who will monitor your

mission-critical computer-aided dispatch (CAD) clients, servers and workstations for indicators of threats and remediate them if needed.

The ActiveEye MDR solution can help secure your agency's Motorola Solutions and third-party connected networks, applications, and devices through a combination of ActiveEye technology, endpoint detection, and the expertise of Motorola Solutions' cybersecurity analysts in our Security Operations Center (SOC). As we implement MDR, we will collaborate with your command center and agency personnel to provision the solution to your needs.

1.7.1 ActiveEye Security Management Platform

The ActiveEye Security Platform collects, manages, and analyzes security events. Built-in analytics examine multiple real-time threat intelligence feeds, reference past events, and follow playbooks to automate most actions. Analytics also prioritize events to quickly identify those that require remediation.

As a Security Orchestration, Automation and Response (SOAR) platform, ActiveEye speeds up remediation, using predefined or custom playbooks to automatically investigate and respond to threats. ActiveEye's automatic investigation capabilities include looking up threat intelligence, querying past data, adding recommended action notes to cases, and bringing event details to the main investigation screen. Its automated response capabilities include changing alert priorities, closing alerts, blocklisting files, removing files from systems or isolating hosts from the network.

This automated approach to threat identification and remediation eliminates more than 95 percent of false positives, allowing your team or our SOC analysts to shift their focus to more complex investigation and response tasks.

1.7.2 ActiveEye Managed Security Portal

The ActiveEye Security Portal, a cloud-based web application, enables improved coordination of cybersecurity efforts between your agency and Motorola Solutions. From this central platform, your agency's personnel will be able to view threat insights, event investigations, security reports, threat advisories, and the status of cases.

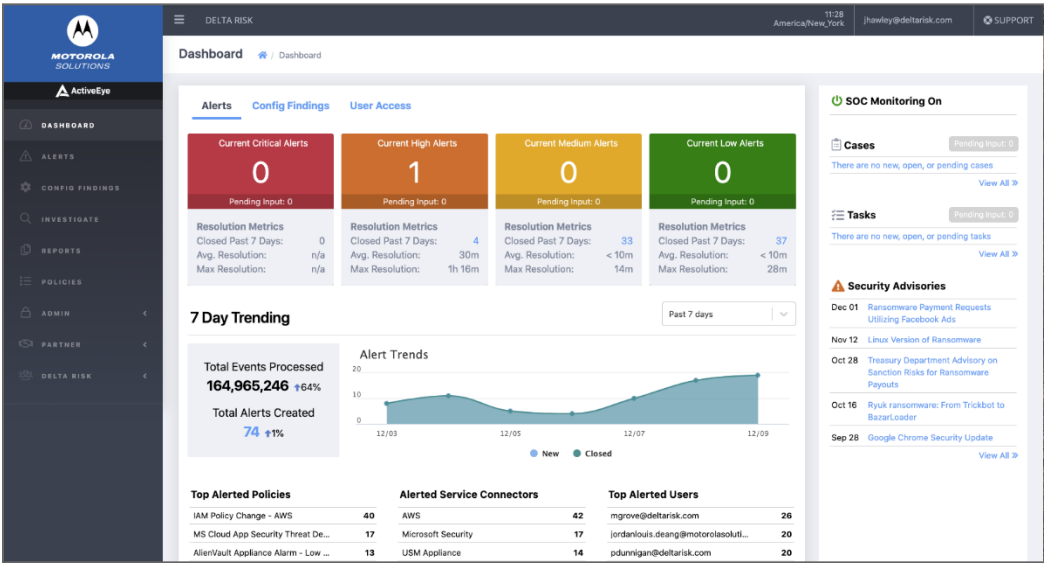


Figure 6: ActiveEye Interface

Dashboard

The ActiveEye dashboard provides a summary of key information. It includes a snapshot of open alerts, alert categories, key performance indicators (KPI), open cases, and recent threat advisories. Users can also see more in-depth information, such as the number of security cases, alert details, alert trends, reports, and group communications.

Security Cases

When a threat is identified, the SOC will create a security case. Through the ActiveEye Portal, your agency’s personnel will be able to view details of current or past cases, create new cases, or respond to ongoing cases.

Alert Details and Trends

Alerts can be evidence of a past, active, or developing threat. ActiveEye records relevant data for each alert, enabling users to quickly view its trigger, the systems it impacts, and any actions taken to address the alert.

ActiveEye also provides tools for reviewing groups of alerts based on key attributes or time periods. Attribute filters enable users to toggle which alert groups are shown in ActiveEye, helping users spot trends or threat activity. Users can also compare alert logs for specific time periods to determine if specific trends are associated with a threat or are false positives.

Investigations and Reporting

ActiveEye includes robust *ad hoc* reporting capabilities that provide important information about active and historical threats. Users can share information outside of ActiveEye by downloading reports in .csv or .json format.

In addition to *ad hoc* reporting, ActiveEye can provide a daily email summary and monthly report. Daily email summaries can include alert counts, security cases opened or closed, saved queries that have new data, and detailed endpoint security statistics. If needed, ActiveEye can send one or more

summary emails with different content for different groups. Monthly reports are available as a PDF download.

Security Advisories

ActiveEye also enables the SOC to share Security Advisories on active threats. These advisories guide security teams on how to take actions against threats and where to get more information.

Information Sharing

ActiveEye includes several other functions for sharing information. Automatic security alerts notify pre-defined contacts of incidents, based on incident priority. Other information-sharing functions include:

- **SOC Bulletins** - Instructions from your agency's personnel or the SOC that analysts reference when creating security cases. These can communicate short-term situations where a security case may not be required, such as during testing or maintenance windows.
- **Customer Notebook** - The SOC will use the Customer Notebook to document your agency's environment and any specific network implementation details assisting the SOC investigation of security cases.
- **Contact Procedures** - Escalation procedures and instructions on who to contact if an incident occurs. Contact procedures include instructions and procedures for specific security incident levels. The SOC and your agency's personnel will jointly manage contact procedures.

User Access

User access settings make it simple to add, update, and remove access to ActiveEye. Users may be given administrative access, allowing them to perform administrative tasks such as setting up new service connectors, resetting passwords, and setting up multi-factor authentication for other users.

1.7.3 Service Modules

One or more service modules can be integrated through the ActiveEye platform. These modules provide more information for ActiveEye to correlate, offering a clearer vision of events on your agency's network. In addition, modules enable security teams and analysts to more easily access and compare data from disparate systems.

1.7.3.1 Endpoint Detection and Response

If an attacker attempts to breach your existing security controls, it is critical to respond quickly. Integrating Endpoint Detection and Response (EDR) tools with the ActiveEye platform enables security analysts to respond to attacks and view threat intelligence in a single interface. Through the ActiveEye platform, analysts can isolate hosts, block files, allow files, and remove files.

1.7.4 Security Operations Center Services

ActiveEye MDR includes ongoing monitoring by Motorola Solutions SOC cybersecurity analysts to look for potential cybersecurity threats to connected networks, applications, and devices on a 24/7 basis. The SOC team operates from secure, redundant locations in the United States, and can securely operate at remote locations if necessary. Team members complete regular training on customer data management and privacy to protect sensitive customer data. Based on their broad security experience,

the SOC's analysts will recommend security device configurations and implement playbooks to increase focus on the most critical threats.

If a threat investigation requires input from your agency's security team, the SOC will create a security case and follow defined escalation procedures for each priority level. ActiveEye will enable your agency's personnel to view security cases and event investigation history.

In the event of a potential incident, the SOC will use data available in ActiveEye and access your agency's system to determine the extent of malicious activity. If needed, the SOC will add more detection policies to your agency's service modules.

1.8 TCP/IP Network Requirements

1.8.1 Customer Network Requirements

Motorola Solutions' system requires TCP/IP protocol for connectivity. All servers and workstations will connect to the Customer's existing network. The Customer will provide access to facilities and a dedicated resource knowledgeable on the Customer's WAN/LAN. The Customer will supply IP addresses and a mechanism for maintaining IP persistence. Desktop, Mobile, and Handheld clients require a persistent IP address from the time the application is opened to the time the application is closed.

Motorola Solutions' delivery model is reliant upon our ability to perform some tasks remotely, which requires secure, remote broadband access for remote deployment, monitoring and support of the system. Customer-provided high-speed internet access with a minimum bandwidth of 10 Mbps is required at the time of project kickoff and must remain available to Motorola Solutions throughout warranty and support periods to accommodate remote support of the system. If dedicated links are required, a minimum of 7.5 Mbps upload and download access is required. It is the Customer's responsibility to ensure that the capacity is available. In the event remote broadband access is not available to Motorola Solutions, preventing us from delivering the contracted service remotely, Motorola Solutions will provide service on-site at additional cost. The additional cost will be presented to the Customer via the change provision of the contract prior to the delivery of the on-site service.

PremierOne System CAD Client Network Requirements

The system is dependent on the Customer's LAN for client workstation performance. The estimated network requirement per CAD client with typical usage is 0.8 Mbps – 1.2 Mbps. The recommended built-to bandwidth is 2 Mbps per workstation. Peak load events (e.g. login) require higher bandwidth and higher bandwidth will generally be required for sites with higher quantities of users and greater data intensive operations such as complex map annotation sets and map manipulation if the data resides on the server. The bandwidth recommendations account for the operation of the LAN client to "not exceed the values" with the map data being stored locally on the client workstation. Additional bandwidth will be required for the transfer of large multimedia files, premise hazard data files and other large attachments.

Network latency plays a key role in the responsiveness of CAD client operations. The system is designed for optimal use on a local network environment where latency is very low. It is important that efforts be made to provide the lowest latency possible between the system CAD servers and each CAD

client. PremierOne requires latency of no greater than 20ms round-trip from the client to the servers and back.

PremierOne CAD Mobile Client Network Requirements

CAD Mobile functionality is designed for 3G and 4G/5G networks. 3G network connectivity is required but 4G/5G connectivity is highly recommended.

The Customer will need to provide 3G/4G wireless network infrastructure and connectivity with routing between the Mobile clients and both the primary and, as applicable, at secondary disaster recovery site. Mobile workstations require a persistent IP address from the time the application is opened to the time the application is closed. A persistent IP address can be accommodated in many ways including static IP, DHCP reservation, permanent DHCP lease, or with middleware such as RadiolP and NetMotion. The Customer will need to supply IP addresses for Mobile clients.

Motorola Solutions encourages the Customer to test and evaluate the level of service being provided by their carriers on a regular basis. This is to validate mobile applications will be not affected by provider changes.

CommandCentral Aware Network Requirements

Low latency is critical for real-time operations. The speed with which data appears on the CommandCentral Aware display depends in large part on how quickly the information is presented to the CommandCentral Aware interface. Major contributors to the latency are network delays and the delay time from occurrence of an event to when that event information is presented to Aware from the source application (CAD, AVL, ALPR). Although CommandCentral Aware strives to provide near-real-time performance, Motorola Solutions provides no guarantees as to the speed with which an event (or video stream) appears in the application once the event is triggered.

CAD Continuity Network Requirements

- Stable internet connection.
- Small Jitter (packet delay variation) - below 200ms, recommended <30ms.
- Small Ping roundtrip time - below 100ms, recommended <80ms.
- Small Packet Loss - no more than 1%.
- Bandwidth: 1.25 Mbps per fixed client (will vary with specific usage). Some transactions will pull far more than this value if the network can support it. Smaller values will result in decreased client performance.
- Provide cloud connectivity services for desktop CAD user clients per specifications

ASTRO 25 Radio Requirements

The solution can be deployed to send location data information using an ASTRO 25 radio equipped with a GPS receiver with minimum firmware version 7.18.8 and at software version R15.00.00 or later.

ASTRO 25 Infrastructure Requirements

ASTRO 25 system release 7.17 or above is required if the data will be sent via the LMR system. Enhanced Data and Intelligent Middleware (IMW), in addition to a firewall to connect the system CEN and internet securely including a packet data gateway and GGSN for each zone, are used to send the location updates and events can be enabled as part of that effort. The IMW should be at a minimum

Version 4.2.1. Customer will provide internet connection and allow Motorola Solutions to add any necessary firewalls.

1.9 CJIS and Compliance

At Motorola Solutions we believe compliance is a team effort. As our customers' partner in compliance, we are committed to employing privacy and security protocols that enable our customers to comply with the most stringent legal and regulatory requirements. In addition, we build on a strong foundation with an architecture (both Azure and on premise) designed and managed to meet a broad set of international compliance standards, as well as region-specific and industry-specific standards.

Motorola Solutions employs rigorous third-party audits to verify its adherence to security controls and standards. To demonstrate Motorola Solutions safeguarding of customer data, comprehensive third-party audits of primary Software Enterprise development and support operations have been completed and those operations have achieved ISO/IEC 27001:2013 (information security management systems) certification and AICPA SOC2 Type 2 reports are available. ISO/IEC 27017:2015 (information security controls for cloud services), ISO/IEC 27018:2019 (protection of personal information in public clouds) and ISO/IEC 27701:2019 (privacy information management) have been completed. Supplemental SOC2 Type 2 reports and ISO/IEC 27001:2013 certifications for the development and support operations at satellite locations have been completed.

Motorola Solutions understands our customers' critical need to safeguard the lifecycle of Criminal Justice Information. To support that need, Motorola Solutions designs its products and services to support compliance with the FBI's Criminal Justice Information Services (CJIS) Security Policy and we commit to the terms of the CJIS Security Addendum. With a dedicated team of CJIS compliance professionals, we assist our customers through administering and coordinating CJIS compliant personnel credentialing, providing documentation assistance in connection with CJIS audits and advising on how to configure and implement our solutions in a manner consistent with the CJIS Security Policy.

1.10 Appendix A - Versaterm RFP Responses

Versaterm Mobile Data System Integration

Excerpt from page 85 of Motorola's RFP Response.

Motorola Solutions Response

As a long-term Public Safety Solutions Partner, Motorola has a long history of working with and integrating third-party solutions. An example is our work with the Tablet Command solution as a CAD-to-CAD bidirectional interface, also included in this proposal. Motorola worked with Tablet Command as a third-party partner to obtain and exchange API documentation to develop the interface.

The description below uses the experience with Tablet Command to describe the proposed CAD-to-CAD bidirectional interface with Versaterm vMDT and vMobile, which we will refer to as Versaterm Mobile. Motorola will work with Versaterm as a third-party vendor to obtain and exchange API documentation to develop the interface but may require the assistance of the City to do so.

User Experience

With this interface, Motorola will create a user experience where data transfers are transparent to the PremierOne CAD or the Versaterm Mobile users. PremierOne CAD users will view the status of Versaterm Mobile users they are monitoring in CAD unit status monitors. They will dispatch Versaterm Mobile units to PremierOne CAD incidents. PremierOne CAD users will view incidents and incident updates from Versaterm Mobile, and updates made by PremierOne CAD users will be sent to Versaterm Mobiles.

Interface Overview

The Versaterm Mobile - CAD-To-CAD bidirectional interface allows PremierOne CAD to deliver call-for-service requests, incident details, and unit status information to Versaterm Mobile. This interface creates new call for service (CFS) messages when triggered to send from PremierOne CAD to Versaterm Mobile. Incident detail and unit status changes triggered by PremierOne CAD users will also automatically generate updates to Versaterm Mobile for situational awareness. As a bidirectional interface, it allows Versaterm Mobile to send unit status updates and location to PremierOne CAD. The functionality of this interface also allows Versaterm Mobile users to receive electronic dispatches and indicate their current status on a unit status change back to PremierOne CAD. Versaterm Mobile can request a refresh from the PremierOne CAD application via this interface to send updates to the incident and all related statuses for units in PremierOne CAD. All acknowledgments and status updates from Versaterm Mobile received by PremierOne CAD will be recorded as comments.

PremierOne CAD will send updates on unit status changes to Versaterm Mobile and can support a multi-agency environment within PremierOne CAD with alternative triggers by agency type. This allows PremierOne CAD dispatchers to view the status of units by agency type/discipline and dispatch units to incidents. The interface will trigger automatically without direct commands from the CAD user screen. PremierOne CAD will update key fields such as incident location, incident status, incident type, response type, alarm level, and all other updates using a standardized (NIEM) format for these elements; Versaterm Mobile will need to transform their data element format and message schema to meet the NIEM format as detailed later in the data elements of this Interface description.

Although the City is currently using Versaterm Mobile and/or Tablet Command, the site license entitles the City to evaluate and use PremierOne mobile clients at any time.



Section 2

PremierOne Statement of Work

Computer Aided Dispatch and Mobile Data System Software Solution

September 26, 2025

City and County of Denver, CO

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Section 1

PremierOne Statement of Work

1.1 Introduction

In accordance with the terms and conditions of the Agreement, this Statement of Work (SOW) defines the principal activities and responsibilities of all parties for the delivery of the Motorola Solutions, Inc. (Motorola) system as presented in this offer to the City and County of Denver (hereinafter referred to as “the City”). In cases where it’s applicable, Denver 911 is referred to as “911” and Denver International Airport is referred to as “DEN”. When assigning responsibilities, the phrase “Motorola” includes our subcontractors and third-party partners.

Deviations and changes to this SOW are subject to mutual agreement between Motorola and the City will be addressed in accordance with the change provisions of the Agreement. The parties acknowledge that such deviations and changes to this SOW may incur additional costs. Said additional costs will be disclosed and mutually agreed upon between Motorola and the City pursuant to the change order provisions of the Agreement.

Unless stated otherwise, Motorola work will be performed remotely. The City will provide Motorola resources with network access to the appropriate systems to enable delivery of the system and project deliverables.

Motorola and the City will work to complete their respective responsibilities in accordance with the mutually agreed upon Project Schedule. Any changes to the Project Schedule will be mutually agreed upon via the change provision of the Agreement.

The number and type of software or subscription licenses, products, or services provided by Motorola or its subcontractors are specifically listed in the Agreement and any reference within this document, as well as subcontractors’ SOW’s (if applicable), does not imply or convey a software or subscription license or service that is not explicitly listed in the Agreement.

1.2 Award, Administration, and Project Initiation

Project Initiation and Planning will begin following execution of the Agreement between Motorola and the City.

Following the conclusion of the Project Planning Session, Motorola’s Project Manager (PM) will conduct weekly status meetings with the City’s PM for the purpose of baselining progress of current activities and the planning of future activities. Meetings may be remote or on-site at the Motorola PM’s discretion but will occur on-site at least once a month. Project Status Meeting Minutes will be provided after each status meeting. Following the conclusion of the Contract Design Review, the Motorola PM will prepare and submit monthly status reports to the City PM. Monthly Status Reports provide a summary of the activities completed in the month, activities planned for the following month, project progress against the project schedule, items of concern requiring attention, as well as potential project risks and agreed upon mitigation actions.

Motorola utilizes Google Meet as its teleconference tool. Motorola recognizes the City prefers to use Microsoft Teams and will agree to use Microsoft Teams; however, the City will be responsible for providing meeting links for all teleconferences..

1.3 CJIS Information

For all employees having unescorted physical or logical access to unencrypted NCIC/III or CHRI data or who manage, operate, develop, access, and maintain criminal justice information systems containing NCIC/III or CHRI data, Motorola will, upon request and in accordance with the City's background investigation requirements, provide state of residency verification and will obtain Applicant Fingerprint Cards and submit them to the City for conducting a criminal background investigation. If the City requires current Fingerprint Cards, Motorola employees will provide them.

1.4 Project Terms

The following project management terms are used in this document. Since these terms may be used differently in other settings, these definitions are provided for clarity.

Project Schedule means the schedule providing dates and timeframes for completion of tasks and deliverables during the course of the project. The Project Schedule is subject to change at the mutual agreement of Motorola and the City.

Project Management Plan is composed of the Communications Management Plan, Risk Management Plan, and Change Management Plan and provides the criteria for managing those tasks within the project.

1.5 Completion Criteria

Motorola Integration Services are considered complete upon Motorola performing the last task listed in a series of responsibilities or as specifically stated in Completion Criteria and City approval. The City task completion will occur per the project schedule enabling Motorola to complete its tasks without delay; Motorola is not responsible for any project delays due to incomplete City tasks.

The City will provide Motorola written notification that it does not accept the completion of Motorola responsibilities or rejects a Motorola service deliverable within five business days of completion or receipt of a deliverable.

The Service Completion will be acknowledged in accordance with the terms and conditions of the Agreement and the Service Completion Date will be memorialized by Motorola and the City. Software System Completion will be in accordance with the terms and conditions of the Agreement.

1.5.1 Subscription Service Period

If the contracted system includes a subscription-based solution, the subscription service period will begin upon the City's receipt of credentials required for access, unless mutually agreed otherwise by project change order. The City will not unreasonably delay beneficial use. In any event, absent a written notice of non-acceptance, beneficial use will be deemed to have occurred thirty (30) days after functional demonstration of the product.

1.6 Project Roles and Responsibilities Overview

1.6.1 Motorola Project Roles and Responsibilities

A Motorola team will deliver the project under the direction of the Motorola Program Director. Team members will be multi-disciplinary and may fill more than one role. Team members will be engaged in different phases of the project as necessary.

In order to maximize efficiencies, Motorola's project team will provide services remotely via teleconference, web-conference, or other remote methods in fulfilling its commitments as outlined in this Statement of Work.

The personnel role descriptions noted below provide an overview of typical project team members. One or more resources of the same type may be engaged as needed throughout the project. There may be other personnel engaged in the project under the direction of the PM.

Motorola's project management approach has been developed and refined based on lessons learned in the execution of hundreds of system implementations and is reliant upon collaboration and a working partnership with our customers to enable success. Motorola will provide the expert knowledge around our solutions and industry best practices enabling our resources to guide the City actions throughout the delivery process. Our guidance coupled with your knowledge of your business, processes, resources, and operating environment make a successful partnership.

Our experience has shown that customers who assume ownership of the system early on and take an active role in delivery and training activities realize quicker user adoption and higher levels of success with system operation.

Program Director

The Program Director is responsible for overseeing the comprehensive delivery of software integration deployments, managing project management and all associated resources. The Director fosters consistency in communication, framework, and methodology, enhancing accountability across deployment and customer teams. Serving as a critical escalation point, the Program Director addresses risks, ensures adherence to processes, and maintains program health, while also managing budget oversight, stakeholder engagement, and collaboration with executive leadership to align operational goals with business objectives. This multifaceted approach drives the effectiveness and success of the delivery.

Senior Operations Program Manager

The Senior Operations Program Manager is responsible for the day-to-day management of resources associated with the people-focused aspects of software integration programs. This includes overseeing configuration, provisioning, UI/UX, change management, product management, and user experience efforts. The Senior Operations Program Manager directly supervises business process reviews, defines provisioning scope, and ensures compliance with the functional requirements matrix. Additionally, they manage the educational plan, end-user training, system orientation, functional testing, scenario-based end-to-end testing, and go-live support.

Senior Technical Program Manager

The Senior Technical Program Manager leads the management of technical resources involved in delivering infrastructure, interfaces, integrations, and network solutions. This role includes overseeing

interface solution architects, infrastructure engineers, field engineers, and business analysts, ensuring effective communication and prioritization of product engineering efforts, including development and technical support. With a robust technical background, the Senior Technical Program Manager develops comprehensive project plans, coordinates resources, mitigates risks, and ensures alignment with technical specifications and business objectives. By fostering collaboration between technical and operational teams, they drive successful outcomes and facilitate the seamless execution of complex projects.

Project Scheduler

The Project Scheduler serves as the Master Scheduler, responsible for creating and maintaining a comprehensive Master Schedule that encompasses all delivery workstreams for the main deployment, as well as multiple linked projects. This role involves connecting tasks and dependencies across various projects to ensure seamless integration of workstreams. The Project Scheduler conducts regular status meetings to gather input from both the customer's resources and Motorola's team, enabling the production of updated schedules at agreed-upon intervals. In addition, the scheduler provides optimization consulting and generates reports to help both the customer and deployment teams maintain accountability, ensuring that deliverables stay within the established baseline and critical path. By constantly reviewing variances and slack, the Project Scheduler assists the team in mitigating potential delays while identifying opportunities for further optimization, ultimately driving project success.

Project Coordinator

Supports the program by managing project controls, including Requests for Information (RFI), Submittals (SUB), Task Orders (T/O), Meeting Requests, and Change Control Requests (CCR), along with other administrative tasks related to the maintenance of the Work Management System (WMS). This includes conducting daily delinquency checks, sending resource reminders, and providing status updates. Responsibilities also encompass coordinating background checks and credentials for all resources, as well as managing team calendars and all meeting invitations for the program. The role involves maintaining evolving agendas for standing meetings, preparing and posting meeting minutes, and organizing project collateral and artifacts to the project WMS and the customer's preferred shared file system. Additionally, the individual will undertake regular project reporting assistance and facilitate coordination between projects as needed.

Engineer of Record (EOR)

The EOR is responsible for overseeing all interfaces and integrations and acts as the primary technical point of contact for the project, ensuring that each element aligns with the project's scope. Solutions Architects associated with each workstream report directly to the EOR, who reviews and approves all Interface Design Documents before work begins. This position requires direct engagement with Motorola's CSI and Product Engineers to effectively manage the creation of all interfaces for the PremierOne System. The EOR is tasked with endorsing the overall software solution and delegating assignments among the Solutions Architects to ensure all deliverables are achieved. Additionally, the EOR leads the requirements gathering, discovery, construction, delivery, and testing phases of all integrations, maintaining oversight and accountability throughout the process. All work is thoroughly reviewed and endorsed by the EOR both before and after delivery, ensuring a high standard of quality and alignment with project objectives.

Principal Systems Engineer (PSE)

The PSE is responsible for overseeing all tangible infrastructure and ensuring network readiness. This includes conducting the initial review of the Bill of Materials and managing the procurement of infrastructure components such as servers, workstations, and other essential equipment required for implementation. The PSE leads the Field Engineers, directing their work to ensure all installation and configuration tasks are completed efficiently. Additionally, the PSE oversees preparations at the customer's site for the receipt of equipment and manages all activities related to network readiness, including the analysis and opening of necessary ports for Motorola's equipment on the customer's network. Furthermore, the PSE is responsible for validating system architecture, ensuring compliance with industry standards, coordinating with cross-functional teams for seamless integration, and maintaining as-built documentation. By effectively managing these responsibilities, the Principal System Engineer ensures successful project execution and operational efficiency.

Sr. Solutions Architect

The Senior Solutions Architect plays a critical role within each major workstream as a Workstream Lead. Assigned as either the Lead CAD or Lead RMS Solutions Architect, this individual reports to the Engineer of Record (EOR) and is responsible for managing the delivery of interfaces and integrations. As the primary point of contact for customer discussions and third-party communications, the Senior Solutions Architect facilitates working sessions and ensures that all stakeholders are engaged throughout the process. They oversee the creation of design documents and diagrams, coordinating the efforts of other Solutions Architects to align with customer expectations and project requirements. Additionally, the Senior Solutions Architect is accountable for reviewing and proofing submissions before they are presented to the EOR for approval, particularly as it pertains to project deliverables. They also lead most communications related to their workstream and are responsible for overseeing functional testing of interfaces, ensuring that all technical elements are thoroughly vetted and validated. Moreover, the Senior Solutions Architect often collaborates with cross-functional teams to address any integration challenges, enhance system functionality, and ensure the successful deployment of software solutions that meet both customer and organizational objectives.

Solutions Architect (SA)

The SA supports the Senior Solutions Architect and the EOR, focusing on conducting discovery, design, and deployment efforts related to interfaces and integrations. This position involves collaborating closely with the project team to gather requirements, analyze system needs, and develop effective technical solutions that align with the project's objectives. The SA is responsible for creating design documentation, facilitating communication between stakeholders, and ensuring that all aspects

of integration meet quality and performance standards. By leveraging their technical expertise, they contribute to the successful implementation of solutions while fostering a collaborative environment that encourages input from various team members.

Field Engineer (FE)

The FE is responsible for managing the engineering efforts related to mobilizing tangible technology, such as servers and the necessary infrastructure for software deployments. This role involves conducting thorough site assessments to evaluate readiness and ensure that all technical requirements are met prior to implementation. The FE plays a crucial part in preparing sites for equipment installation and ensuring network readiness, working closely with cross-functional teams to facilitate seamless integration of technology solutions. Their hands-on expertise and attention to detail are essential for ensuring the successful deployment of systems that meet operational standards and customer expectations.

Data Conversion Engineer

The Data Conversion Engineer is responsible for conducting legacy data conversion to PremierOne data format. They will remain engaged throughout the conversion process, beginning with the data conversion kickoff and data discovery, analyze initial data profiling and mapping, conduct data mapping workshop with the City's subject matter experts, then run conversion routines for City review. Upon City approval of initial conversions, perform final data conversion and publish it to Premier One CAD.

Solutions Specialist (SS)

The SS is an advanced software application expert specializing in the consulting and execution of complex systems. This role provides oversight to Application Specialists associated with the program, ensuring effective delivery of the solution in relation to application configuration and provisioning. Focused on optimizing the end-user experience and user interface, the Solutions Specialist is responsible for managing key activities such as the initial Business Process Review, operational assessments, agency observations, and all efforts related to discovery and mobilization, particularly in UI/UX and provisioning. They define the scope of provisioning and configuration execution, ensuring clarity around how the system will be provisioned. They also coordinate the customer education plan and support training materials while proctoring customer training, resolving issues reported by testers and end users, and supporting the cutover event.

Application Specialist (AS)

The AS plays a crucial role in the delivery of software programs, functioning alongside the Senior Solutions Architect. This specialist is responsible for daily engagement with the customer, focusing on information gathering and understanding customer operations, and is solely accountable for the system's provisioning and configuration. Additionally, the AS supports curriculum development, conducts scenario-based and functional testing, prepares for cutover, and manages issue triage and resolution, ensuring a smooth transition for the customer. Their multifaceted expertise is essential for driving successful outcomes in software integration projects.

Reporting Specialist

The Motorola Reporting Specialist specializes in data analysis, report generation, and reporting outcomes. The Reporting Specialist provides guidance on reporting requirements and decisions for City specific reports and/or dashboards, provide reporting training and guidance to the City to set up, operate, and maintain the reporting system and provide product training as defined by this SOW and described in the Education Plan.

GIS Specialist

The Motorola GIS Specialist specializes in geographical information technology. They perform the GIS analysis on City supplied GIS source data and provide the results of the GIS analysis based on the requirements of the Motorola GIS Data Requirements document. The GIS Specialist offers consultation services for the conversion of City GIS source data for Motorola use and provides instruction on the use of GIS as it pertains to the Motorola system.

Customer Success Advocate (CSA)

A CSA will be assigned to the City. As the City's trusted advisor, they will familiarize key stakeholders with Motorola processes (support, feature enhancements, etc.) and engage with the City on industry trends and Motorola evolutions.

Customer Support Services Team

The Customer Support Services team will provide ongoing support following commencement of beneficial use of the City's System(s) as defined in Customer Support Plan.

1.6.2 City core team, Project Roles and Responsibilities

The success of the project is dependent on early assignment of the City's core team. Motorola has defined the following key resources that are critical to this project and must participate in all the activities further defined in this SOW. During the Project Planning phase the City will be required to deliver names and contact information for the below listed roles that will make up the City's core team. In many cases, the City will provide project roles that correspond with Motorola's project roles. It is critical that these resources are empowered to make decisions based on the City's operational and administration needs. The City's core team will be engaged from project initiation through beneficial use of the system. Their continued involvement in the project and use of the system will convey the required knowledge to maintain the system post-completion of the project and drive change and user adoption. In some cases, one person may fill multiple project roles. The City's core team must be committed to participate in activities for a successful implementation. In the event that the City is unable to provide the roles identified in this section, Motorola may be able to supplement City resources at an additional price.

City Project Manager

The Project Manager (PM) will act as the primary point of contact for the duration of the project. The PM is responsible for management of their third-party vendors/subcontractors. In the event the project involves multiple agencies, Motorola will work exclusively with a single primary assigned PM. The PM's responsibilities include the following:

- Communicate and coordinate with other project participants.
- Manage the City project team, including timely facilitation of efforts, tasks, and activities.
- Maintain project communications with the Motorola PM.
- Identify the efforts required of City staff to meet the task requirements and milestones in this SOW and Project Schedule.
- Consolidate all project-related questions and queries from City staff to present to the Motorola PM.
- Review the Project Schedule with the Motorola PM and finalize the detailed tasks, task dates, and responsibilities.

- Measure and evaluate progress against the Project Schedule.
- Monitor the project to ensure resources are available as scheduled.
- Attend status meetings.
- Provide timely responses to issues related to project progress.
- Liaise and coordinate with other agencies, City vendors, contractors, and common carriers.
- Review and administer change control procedures, hardware and software certification, and all related project tasks required to maintain the Project Schedule.
- Ensure City vendors adhere to overall Project Schedule and Project Plan.
- Assign one or more personnel who will work with Motorola staff as needed for the duration of the project, including at least one Application Administrator for PremierOne and one or more representative(s) from the IT department.
- Identify the resource with authority to formally acknowledge and approve Change Orders, approval letter(s), and milestone recognition certificates, as well as approve and release payments in a timely manner.
 - Provide building access to Motorola personnel to all City facilities where system equipment is to be installed during the project. Temporary identification cards are to be issued to Motorola personnel, if required for access to facilities.
- Ensure remote network connectivity and access to Motorola resources.
 - Provide reasonable care to prevent equipment exposure to contaminants that cause damage to the equipment or interruption of service.
- To the extent possible, ensure a safe work environment for Motorola personnel.
- Provide signatures of Motorola-provided milestone certifications and Change Orders within five business days of receipt.

System Administrator

The System Administrator manages the technical efforts and ongoing tasks and activities of their system, as defined in the Customer Support Plan (CSP). Motorola recommends this role be familiar with the following elements:

- Windows Administration.
- SQL Server.
- SQL Server Reporting Services (SSRS).
- System Center Operations Manager (SCOM).

Application Administrator(s)

The Application Administrator(s) manage the City owned provisioning maintenance and City code tables required to enable and maintain system operation. The Application Administrator's involvement will start prior to the Project Kickoff stage of the project. They will review and provide documentation requested in the Team Project Sync (TPS) packet, attend training as outlined in the Education Plan (e.g. provisioning, train-the-trainer), and remain engaged throughout the project. The Application Administrator's responsibilities include the following:

- Participate in overall delivery and training activities to understand the software, interfaces, and functionality of the system.

- Work closely with the SMEs during the Business Process Review (BPR), provisioning process, validation, and training.
- Authorize global provisioning choices and decisions, and be the point(s) of contact for reporting and verifying problems and maintaining provisioning.
- Obtain inputs from other user agency stakeholders related to business processes and provisioning.
- Facilitate escalation to and communication with Motorola Application Specialists during Go Live activities.

GIS Administrator

The GIS Administrator is responsible for the development and maintenance of all the GIS data used in the Motorola system. The GIS Administrator must have a working knowledge of Esri software including ArcDesktop and ArcPro. Proficiency with model builder, toolbox tools, Network Analyst, and general database structures is key to the GIS Administrator's ability to manage the GIS needs of the Motorola system. Duties for this resource include the following: provide data in the correct schema; develop, maintain and update GIS data; support the GIS elements used in Motorola software; and keep in regular communication with the other administrative resources. The GIS Administrator role and associated responsibilities will be required for the duration of the Motorola system use.

Subject Matter Experts

The Subject Matter Experts (SME or Super Users) are the core group of users involved with the BPR and analysis, training, and the provisioning process, including making global provisioning choices and decisions. These members will be experienced users in the working area(s) they represent (dispatch, patrol, etc.), possess a working knowledge of the day-to-day operation, understand agency protocols as well as agency field use procedures, have the ability to gather the data needed from the legacy system, and will be empowered to make decisions related to provisioning elements, workflows, and screen layouts.

IT Personnel

IT personnel provide required information related to LAN, WAN, wireless networks, server, and client infrastructure. They must also be familiar with connectivity to internal, external, and third party systems to which the Motorola system will interface.

Training Representative

Training representatives will be the point of contact for the Motorola Application Specialist when policy and procedural questions arise. They will act as course facilitators and are the City's training monitors. They will be responsible for the development of agency specific training material aside from the Motorola provided documentation. This role will serve as the first line of support during Go Live for the City's end users.

User Agency Stakeholders

User Agency Stakeholders, if the system is deployed in a multi-agency environment, are those resources representing agencies outside of the City's agency. These resources will provide provisioning inputs to the City's core team if operations for these agencies differ from that of the City. The City will manage User Agency Stakeholder involvement, as needed, to fulfill City responsibilities.

1.6.3 General City Responsibilities

In addition to the City Responsibilities stated elsewhere in this SOW, the City is responsible for:

- All City provided equipment, including hardware and third-party software, necessary for delivery of the System not specifically listed as a Motorola deliverable. This will include network equipment, telephone, or TDD equipment and the like.
- Configuration, maintenance, testing, and supporting the third-party systems the City operates that will be interfaced to as part of this project. For those third-party systems, the City is responsible for establishing Application Programming Interface(s) (API) and providing documentation that details the integration process for the level of interface integration defined by Motorola.
- Initiate, coordinate, and facilitate communication between Motorola and the City's third-party vendors as required to enable Motorola to perform its duties.
- All necessary third-party upgrades of their existing system(s) as may be required to support the solution. Motorola does not include any services, manage, or pricing to support City third-party upgrades in this proposal.
- Mitigate the impact to third-party systems, to include interfaces that result from the City upgrading a third-party system. Motorola strongly recommends working with Motorola to understand the impact of such upgrades prior to taking any upgrade action. Motorola will make changes to the configuration of interfaces affected by 3rd party updates or upgrades if required to maintain functionality of the interface as originally installed; however, major upgrades to the structure of the interface or enabling new functionality supported by the 3rd party will require evaluation and may result in potential additional costs.
- Active participation of the City's core team in project delivery meetings and working sessions during the course of the project. The City's core team will possess requisite knowledge of the City's operations and legacy system(s) and possess skills and abilities to operate and manage the system.
- The ongoing provisioning of the City's code tables (after Provisioning Validation has occurred) and GIS data. This information must be provided in a timely manner in accordance with the Project Schedule.
- Electronic versions of any documentation associated with the business processes identified.
- Providing a facility with the required computer and audio-visual equipment for training and work sessions, as defined in the Education Plan.
- Ability to participate in remote project meeting sessions using Google Meet or a mutually agreeable, City provided alternate remote conferencing solution.

1.7 Project Management Plan

The project will be implemented in accordance with a Project Management Plan that will be reviewed and updated during the planning phase of the project. The Project Management Plan defines a comprehensive strategy for managing the project.

1.7.1 Project Portal/Repository

A project portal or repository will be established into which all project documentation and controls will be posted. The project documents and artifacts listed below will be maintained throughout the implementation phase.

Documentation is organized into the following categories:

- Project Status
 - Project Calendar
 - Monthly Status Report
 - Project Status Meeting Minutes
 - Ad-hoc Project Meeting Minutes
 - Project Schedule
 - Action Item Register
 - Risk Management Register
- Project Controls
 - Requests for Information
 - Project Tasks
 - Change Control Requests
 - Project Submittals
 - Change Request Log
 - Milestone Completion Certificates
 - Project Knowledge Database (Lessons Learned)
- Project Communications
 - Communication Plan
 - Project Team Rosters
- Project Delivery
 - Contract
 - Technical Design and Implementation
 - Business Process and Application
 - User Management and Training

Submission and approval procedures for each of these documents and artifacts will be reviewed during the project kickoff.

1.8 Project Planning

A clear understanding of the needs and expectations of both Motorola and the City are critical to fostering a collaborative environment of trust and mutual respect. Project Planning requires the gathering of project-specific information in order to set clear project expectations and guidelines, create the Project Management Plan and project schedule, and set the foundation for a successful

implementation. Examples of information gathered include the Business Process Review Agency Pre-Kickoff Survey (a Google survey that is sent to the City to collect agency-specific information, such as dispatch logistics, communication center information, operational process, and workflow). These documents are collated into a single Team Project Sync (TPS) packet that will be delivered by the Motorola PM prior to the start of the Project Planning Session.

1.8.1 Project Planning Session - Teleconference/Web Meeting

A Project Planning Session teleconference will be scheduled after the Agreement has been executed. The Project Planning Session is an opportunity for both the Motorola and the City PM's to meet prior to the formal Project Kickoff meeting and review key elements of the project as well as expectations of each other. The agenda typically includes:

- A high level review of the following project elements:
 - The Agreement documents.
 - A summary of the contracted applications, query(ies) and interface(s), and bill of materials.
 - Project delivery requirements as described in this SOW.
 - Which tasks will be conducted by on-site Motorola resources as well as the activities when the Motorola PM will be on-site.
 - City involvement in provisioning to confirm understanding of the scope and required time commitments.
 - The high level Project Schedule milestones and dates
 - The Project Management Plan structure.
- Confirm CJIS background investigations and fingerprint requirements for Motorola employees and/or contractors.
- Review CommandCentral Admin and Learning eXperience Portal (LXP) roles in the Project Plan and provide City User Name and Access Information.
- Discuss the CommandCentral Aware Discovery Requirements worksheets and verify that the City has a copy of the worksheets
- Discuss Motorola remote access requirements (24-hour access to a secured two-way Internet connection to the Motorola system firewalls for the purposes of deployment, maintenance, and monitoring).
- Discuss the City's obligation to manage change among the stakeholder and user communities.
- Review the Team Project Sync (TPS) packet. The information in this packet is used to prepare for the Project Kickoff Meeting and BPR.
- Review Software System completion criteria and the process for transitioning to support.

Note - Completing the TPS is a critical Project Task. Delayed, incomplete, or inaccurate information or lack of participation will have a significant impact on the Project Schedule.

Motorola Responsibilities

- Schedule the remote Project Planning Session.
- Request the assignment and attendance of City's core team and any additional City resources that are instrumental in the project's success, as needed.
- Provide the initial Project Schedule and Project Management Plan.

- Confirm City receipt of the TPS packet and GIS Build Requirements Document.
- Conduct a review of the Project Management Plan.
- Baseline the Project Schedule.
- Review Motorola's delivery approach and its reliance on City provided remote access.
- Document the mutually agreed upon Project Kickoff Meeting Agenda.
- Request user information required to establish City users in the Motorola LXP.
- Establish City users within the CommandCentral cloud platform, enabling CommandCentral as outlined in the System Description.
- Provide the City with a web link (URL) to the CommandCentral Admin portal.
- Provide link or path to downloadable apps (as defined in System Description) on Google Play Store or Apple App Store.

City Responsibilities

- Confirm with Motorola, the City GIS Administrator reviews the GIS Build Requirements Document.
- Provide existing GIS source data to Motorola by the start of Project Kickoff and Discovery.
- Identify the City core team and any additional City resources that are instrumental in the project's success, as needed.
- Provide core team with TPS; return the completed TPS to Motorola no later than ten business days before start of Project Kickoff Meeting.
- Provide acknowledgement of the mutually agreed upon Project Kickoff Meeting agenda.
- Provide approval to proceed with the Project Kickoff meeting.
- Provide LXP and CommandCentral user information: first name, last name, unique email address, and role.
- Verify City Administrator(s) have access to the LXP and CommandCentral Admin portal
- Review and complete the Business Process Review Agency Pre-Kickoff Survey within ten business days of the Project Planning Session to avoid impact on the Project Schedule.

Motorola Deliverables

- Project Kickoff Meeting Agenda.
- Project Management Plan.
- TPS packet.

1.9 Kickoff and Discovery

1.9.1 Project Kickoff Meeting

The purpose of the Project Kickoff Meeting is to introduce project participants and review the scope of the project. The Project Kickoff event consists of various branched activities such as the BPR, the Site Survey, and Interface Planning session (which commence following the general kickoff meeting, while Motorola resources are still on-site), Reporting Overview teleconference, the GIS Discovery Session,

and CommandCentral Overview teleconferences. Availability of City's core team and relevant resources to participate in each activity is critical to the project success.

Motorola Responsibilities

- Schedule and facilitate the Project Kickoff Meeting to clarify roles and responsibilities, establish team-working relationships, and initiate project tasks.
- The Motorola PM, lead Application Specialist, and lead Solutions Architect travel to the City site. Other Motorola project team resources may attend remotely.
- Present a high-level overview of project scope.
- Review the delivery schedule and associated requirements.
- Confirm City access to the LXP.
- Confirm City is established in CommandCentral Admin portal.

City Responsibilities

- Provide a meeting space equipped with remote conferencing capability, enabling remote Motorola project team members to participate.
- Identify and ensure participation of City's core team and other key team members in kickoff and project initiation activities.
- Provide input to the delivery schedule.
- Confirm access to the LXP.
- Confirm access to CommandCentral Admin portal.

Motorola Deliverables

- Project Kickoff Meeting Minutes.

Note - The Project Schedule will be maintained by Motorola and updated through mutual collaboration. Schedule updates that impact milestones will be addressed via the change provision of the Agreement.

1.9.2 GIS Discovery Session

A GIS Discovery Session will be scheduled to review the GIS Data Requirements document and complete an overview of the GIS components of the project. The agenda will include:

- Review the Motorola GIS Data Requirements document.
- Discuss City GIS skill-set and responsibilities.
- Review the requirements of the City's GIS sample data for the Motorola system.
- Discuss any GIS related project questions.

Motorola Responsibilities

- Schedule and conduct the remote GIS Discovery Session.
- Request initial GIS dataset for data review.

City Responsibilities

- Review the GIS Data Requirements document prior to the meeting.
- Discuss any areas of concern relative to GIS and schedule requirements.

- Provide initial GIS dataset for review by Motorola.

Note - Providing City GIS Data is a critical Project Task. Delayed, incomplete, or inaccurate information may have a significant impact on the Project Schedule.

1.9.3 Reporting Services Overview Teleconference

The Reporting Services Overview will be scheduled to review the reporting functionality within the Application(s). The agenda will include:

- A review of the Education Plan specific to reporting services.
- Discuss Report Writer skill-set and responsibilities.
- Review the standard CAD reports library.
- Expectations and pre-work required for SSRS and IDD workshops.

Motorola Responsibilities

- Lead the discussion on the report writer skill-set and responsibilities.
- Discuss expectations and pre-work that must be completed prior to the start of SSRS Report Builder training.
- Discuss and schedule SSRS and IDD Workshops.
- Identify any areas of concern and limitations relative to reporting services.

City Responsibilities

- Identify SMEs and stakeholders who will provide input of contracted printouts and IDD dashboards.
- Discuss any areas of concern relative to Reporting and schedule requirements.

1.9.4 CommandCentral Overview

The CommandCentral Overview will be scheduled to review the functionality within the CommandCentral platform. The agenda will include:

- A review of the included CommandCentral applications, functionality, and integrations.
- CommandCentral Administrator responsibilities and key deployment interactions.

Motorola Responsibilities

- Lead the discussions on applications, functionality, and integrations.
- Discuss CommandCentral Administrator responsibilities.
- Coordinate enabling designated City Application Administrator with access to the LXP and CommandCentral Admin Portal.

City Responsibilities

- Participate in discussion and reviews.
- Provide Motorola with the names and contact information for the designated LXP and application administrators.
- Validate access to the LXP and CommandCentral Admin portal.

1.9.5 AppArmor Discovery

Motorola will request access to the 911 and DEN's Google and Apple app store accounts so that AppArmor may submit the apps under those organization's accounts (this is important for downloads).

This project will also require single sign-on (SSO) or a different integration (which can be executed concurrently to getting access to Application store accounts and will likely be mostly executed by AppArmor). This also involves SSO configuration. AppArmor supports SAML 2.0 via Azure for SSO authentication.

1.9.6 Interface Planning and Design Review

The objective of the interface planning session is to discuss the interface experience presented by each contracted interface utilizing the individual interface documents presented in the Agreement. Topics of discussion will include the following:

- The functionality delivered with each interface as presented in the System Description and associated interface specific documentation included in this Agreement.
- Deployment requirements and dependencies of each interface (NDA, network information, API, and access credentials required to connect to third-party systems).
- Interface delivery and validation process.

Note - The interface deployment requirements are a prerequisite to roll out the interfaces. Delayed, incomplete, or inaccurate information may have a significant impact on the Project Schedule.

Motorola is not responsible for third-party vendor management, scheduling, or additional cost for software, modification, development, or testing unless the work is defined in this SOW or amended to the Agreement via a change order.

Motorola Responsibilities

- Discuss the need for additional information such as third-party API, SDKs, data schema, and any internal and third party documents necessary to establish interfaces.
- Facilitate an overview of the interface to explain how each functions as well as any dependency on third-party API, SDKs, data schema, and any internal and third party documents necessary to establish interfaces with local and remote systems.
- Communicate the functional interface demonstration process.

City Responsibilities

- Establish all required third party API(s) and SDK(s) and provide all licensing and documentation for the City's existing systems.
- Collect information on third-party API, SDKs, data schema, and any internal and third-party documents necessary to establish interfaces with all local and remote systems and facilities within ten days of the Project Kickoff Meeting to avoid impact on the Project Schedule.
- Establish network connectivity between the Motorola server(s) and all third-party interface demarcations.

Motorola Deliverables

- Implementation plan for all interfaces

1.9.7 Interface Design Review

Motorola and the City will review Motorola's interface design, at the time of contract, as in the interface table in the Solution Description and as documented in an Interface Functional Description (IFD) in order to verify consensus of functionality of the interface prior to Motorola commencing with development efforts. The review will include the structure of the interface, involved data elements and data mapping, event trigger, update cadence, communication path, connectivity requirements, and the expected user experience. Changes in design and or functionality identified during the review that impact Motorola's level of effort to develop the interface will be evaluated for cost and price impact. In such cases, Motorola reserves the right to provide the City with a change order for the increased price or to de-scope the interface from the contract.

Motorola Responsibilities

- Facilitate an overview of the interface to explain the design of the interface and how each functions as well as any dependency on third-party API, SDKs, data schema, and any internal and third party documents necessary to establish interfaces with local and remote systems.
- Communicate the functional interface demonstration process.
- Work with the City's third-party vendors, as required, to clarify any connectivity issues/data transfer issues.
- Consensus of the design will be memorialized by City signature on the interface design documents before Motorola commences with any development activities.

City Responsibilities

- Make knowledgeable individuals available for the reviews.
- Provide clarity on the use case of the interface and verify the functional specification in the IFD meets the use case or identify desired changes to the specifications.
- Facilitate communications and assist with resolution of issues that arise between Motorola and the City's third-party vendor(s).
- Assume costs associated with efforts required by the third-party vendors, which may include professional services, API/SDK fees, Non-Disclosure Agreements, licenses, and configuration or development, if necessary, to support desired interface functionality.
- Memorialize the interface specification by signature expeditiously, enabling Motorola to initiate development activities.
- Initiate a Change Order for any modifications.

Note - Unknown circumstances, requirements, and anomalies at the time of initial design can present difficulties in interfacing to some third-party applications. These difficulties could result in a poorly performing or even a non-functional interface. When information and access to systems is provided, Motorola will attempt to mitigate these difficulties. If Motorola mitigation requires additional third-party integration, application upgrades, API upgrades, and/or additional software licenses, those costs will need to be addressed through the change order provision of the Agreement.

Motorola Deliverables

- Final interface design documents/interface specifications

1.9.8 Contract Design Review

The objective of the Contract Design Review (CDR) is to review the contracted Products, bill of materials, Education Plan, System Validation Plan, and contractual obligations of each party. The CDR will occur following the conclusion of the Project Kickoff meeting while Motorola resources are still on-site. In the event the CDR cannot commence following the Project Kickoff meeting while Motorola resources are on-site, Motorola will schedule a web conference session at a mutually agreeable date and time.

Motorola Responsibilities

- Review third-party partner solutions and involvement in the project, as applicable.
- Summarize and review the contracted Products, query(ies), and interface(s) described in the System Description.
- A summary review of the contracted applications, query(ies) and interface(s), and bill of materials.
- Check the system bill of materials and note any necessary modifications.
- Review handheld device hardware specifications, IOS or Android version requirements, and reference to applicable CJIS security requirements.
- Lead the discussion of the Education Plan, prerequisites, and associated requirements.
- Plan installation activities with the City.
- Discuss the Product Validation process for the contracted products.
- Author CDR meeting minutes.

City Responsibilities

- Review all contract materials, inclusive of exhibits: e.g., bill of materials, Education Plan, SOW.
- Prepare a list of questions pertaining to contracted materials and exhibits.

Motorola Deliverables

- CDR meeting minutes.
- Documentation of final design and resolution of questions.

1.9.9 Functional Specification Review

The purpose is to review the functional capabilities of the contracted solution. Motorola will explain how the City's requirements will be met by the solution and Motorola's implementation methodology. The City is encouraged to invite representatives from the user community to level set functional capabilities with user community expectations.

Motorola Responsibilities

- Facilitate a demonstration of Motorola's responses to the City's requirements/functional matrix.

City Responsibilities

- Make knowledgeable individuals available to review City requirements.

Motorola Deliverables

- Functional Specification Review Summary

Note - Motorola will utilize a demo environment at the current release level. Exact parameter parity (i.e. incident type, addressing, geofile, etc.) will not exist; the environment will be representative of the functionality contained in the requirements/functional matrix.

1.10 Environment Review and Site Preparations

1.10.1 Site Survey and IP Network Analysis

Following the Project Kickoff meeting, while Motorola resources are on-site, Motorola will review the existing infrastructure(s) and installation location(s) to validate that the installation environment(s) and local and wide area networks will provide optimal support of the Motorola solution. A single site survey/IP Network Analysis will be conducted at the primary server installation location (DEN/911 Primary Site) and a Network Analysis will be conducted at the 911 secondary site, DEN and the Emergency Operation Center.

The purpose of the site survey is to confirm the City's installation environment conforms to the site requirements presented in the System Description and hardware manufacturer specification. Motorola will also verify that the physical installation environment is accessible, without special accommodation, to support the movement of equipment in the City's facility from the receiving dock to the equipment room. Examples of areas of concern include door/hallway widths and heights, stairs, elevator weight limitations, ventilation including cooling, power receptacle locations, and power types.

Motorola makes no provision and has no responsibility for cabling, special accommodations, power consumption, or capital improvements to the installation environment that may be required to support the Motorola system.

Motorola Responsibilities

- Review the site requirements section of the System Description with the City.
- Facilitate a meeting to review the physical installation environment and equipment travel path from receiving dock through to equipment room.
- Analyze IP network data.
- Prepare a report with recommendations for any site and/or network preparation required to provide an optimal environment for installation of the system equipment and identify any deficiencies related to power, power supplies, cabling, IP network connectivity, and communications equipment.

City Responsibilities

- Provide escorted access to the installation location where Motorola system equipment will be installed.
- Provide documentation on the current infrastructure (i.e. existing hardware and operating system software components and terminal networks), as well as projected utilization statistics and other information as is reasonably required to validate final hardware requirements.
- Provide information on current network architecture and configuration, as well as physical site information, such as building plans and schematics, as available.
- Provide IP addresses on the City's network for the system servers and third-party application servers. All server names and IP addresses behind Motorola's Firewalls cannot be changed.

- Make knowledgeable staff available to explain the current architecture, infrastructure, and physical environment conditions (e.g. building engineers/electrician) as needed.
- Provide a site for the installation, operation, and maintenance of all computer server(s), workstation(s), and related peripherals in accordance with Motorola requirements and all network infrastructures described in the System Description.
- Ensure the computer processor(s), operating system software, third-party software, all associated workstations, printers, communications, and related components conform to the specifications in the System Description.
- Provide a work area for Motorola on-site staff in the primary facility, located near, but outside of, the computer machine room. The room must be equipped with a workstation, AC power to support workspace for a minimum of two people, and Internet access. Wireless access is recommended. This work area must be available during the course of the project.
- Provide 24-hour access to a secured two-way Internet connection to the Motorola system firewalls for the purposes of deployment, maintenance, and monitoring throughout the course of the project and during maintenance and warranty phases.
- Provide three (3) NTP timing sources available to the PremierOne Servers.
- Review and approve the final hardware and operating system software configuration with the Motorola project team.
- Provide any cabling or capital improvements required for the installation environment and/or power consumption considerations.

Motorola Deliverables

- Site Survey and Network Analysis Results

1.11 GIS Services

1.11.1 GIS Scope Review

For this review, the Motorola GIS Specialist meets remotely with the City's GIS Administrator to discuss the approach to developing the GIS data for use with the Motorola system.

GIS Scope Review topics to be discussed include the following:

- For CAD - Agency Response boundary needs, routing requirements, premises hazard areas and specifics for address validation using street centerlines, common place points, address points, and alias tables.
- Mobile iOS/Android – Discuss agency-type specific web maps. Up to One (1) web map per agency type (police and fire/EMS) will be delivered, based on the CAD data set.

The GIS Data Report describes the City's source feature classes and data values that have been made available to Motorola. The data is reviewed, and any items that may impact the applicable functionality of the data within the Motorola System are noted in the GIS Data Report. The GIS Data Report is delivered post-contract after review of the City's GIS data. As GIS data is critical to the provisioning and operation of the system, it is imperative that City GIS Data be made available to Motorola prior to the GIS Scope Review.

Motorola Responsibilities

- Review GIS Draft Data Report.
- Discuss current GIS business practices.
- Review GIS data types to be used within the Motorola system.
- Request that Agency Code and Beat Names be provided to Motorola prior to the GIS Boundaries Workshop.

City Responsibilities

- Ensure availability of GIS Administrator for this meeting.
- Confirm availability of the Esri ArcGIS Desktop and Network Analyst extension software required for editing of GIS data.
- Finalize the Agency Code and Beat Names for the geodatabase and provide to Motorola. All of the data will be required, but the streets, address points, and common places can be works in progress to be updated as the project progresses.

Note - Providing the Agency Code and Beat Names for the geodatabase is a critical Project Task. Delayed, incomplete, or inaccurate information may have a significant impact on the Project Schedule.

Motorola Deliverables

- GIS Data Report

1.11.2 GIS Service Delivery

GIS Service delivery provides for the creation of a draft geodatabase that will be uploaded to the CAD server to support provisioning efforts as well as draft maps that are created for use by the CAD workstations.

Error reports are produced as a result of developing the draft geodatabase and will be delivered to the City in updates to the GIS Data Report. City will correct any data errors allowing Motorola to incorporate the data into a revised draft geodatabase.

Geodatabase development provides for up to two iterations of draft databases developed by Motorola. The final geodatabase is created as a product of the GIS Administrator Workshop.

Note – The following are supplementary (not included in the scope of this Agreement) to the tasks required to maintain the data using the Esri Arc software:

- Education that is specific to the use of the Esri Arc software, which can be obtained from Esri.
- Creation or maintenance of GIS data.
- Motorola is not responsible for data errors stemming from the City's source data.

If the City is unable to perform these duties, Motorola may be able to provide the services at an additional cost.

Motorola Responsibilities

- Schedule and initiate a data delivery design teleconference to address critical data errors or to confirm the data being incorporated into the draft geodatabase.
- Create the draft visual maps and Routing Network.

- Create the draft geodatabase.
- Provide updates to the GIS Data Report reflecting any issues found during the geodatabase build.
- Provide up to two iterations of draft geodatabases.
- Initiate GIS Administrator Readiness Check, which enables Motorola to schedule and conduct the GIS Administrator Workshop.

City Responsibilities

- Attend data delivery design teleconference.
- Correct any GIS errors identified in the GIS Data Report from geodatabase build.
- Participate in the GIS Administrator Readiness Check and confirm the dates for the GIS Administrator Workshop.

Motorola Deliverables

- Draft geodatabase ready for GIS Workshop
- GIS Data Report Updates

1.11.3 GIS Administrator Workshop and Review

The GIS Administrator Workshop enables the City to work with the Motorola GIS Specialist to understand the required GIS data structure and maintenance needs of the data in order to support address validation, response determination, routing, and visual map displays. The workshop is conducted via remote teleconference over a period of two weeks, consisting of 24 hours of delivery, during normal business hours. The product of the workshop is the final geofile build, and the City assumes responsibility for further GIS updates and maintenance.

Motorola Responsibilities

- Provide the City with the workshop agenda.
- Conduct the workshop.
- Provide an overview of the City Code, Agency Code, and Beat Names roles in the CAD system.
- Discuss additional boundary capabilities and data development needs.
- Document any City and/or Motorola GIS action items that require follow up and resolution.
- Resolve any Motorola follow-up action items.
- Schedule the post-workshop follow-up review and GIS action item close out.
- Within 30 days of the conclusion of the GIS Administrator Workshop, conduct a remote, two-hour post-workshop follow-up review to address any remaining GIS process questions and close out any follow-up actions noted during the GIS Administrator Workshop.

City Responsibilities

- Ensure availability of GIS Administrator for the workshop.
- Resolve any City follow-up action items.
- Assume responsibility for the update and maintenance of the geofile.
- Participate in the follow-up review.

Motorola Deliverables

- GIS Administrator Workshop
- Final GIS Data Report

1.11.4 CommandCentral Aware Enterprise Geospatial Mapping Configuration

Motorola Solutions Responsibilities

- Configuration of the connection to the City's mapping system (ESRI online, ESRI server, or static map layers).
- Test mapping layers and links to validate CommandCentral Aware Enterprise is accessing and using City-published GIS data.

City Responsibilities

- Provide access to ESRI/GIS system and/or GIS personnel.
- Provide published GIS map layers.
- Work with Motorola staff to publish specific maps beneficial to the City analysts.

1.12 Business Process Review (BPR)

1.12.1 Business Process Review

A Motorola-led BPR provides the opportunity for Motorola and the City to gather and measure information variables and data of interest, and it provides Motorola and the City the opportunity to review current operational processes and workflows and determine the provisioning parameters that will provide the most optimal use of the Motorola system(s).

The multifaceted review provides Motorola the opportunity to gather information on the day-to-day operations of the different departments and users of the Motorola system(s) including Communications Center and field personnel. Information is used in the process of creating the BPR Workbook and evaluating the agency's current processes for alignment with the new system deployment.

Note - Training engagements and provisioning reviews, as described in this SOW, are provided further on in the project in accordance with the project schedule.

One BPR session is conducted for the City's 911 center and one for DEN. The information collected in the BPRs will be used to determine the provisioning parameters and enables Motorola to provide the City guidance on application provisioning and configuration options that best meet the City's needs. The BPRs will be conducted following the Project Kickoff. The BPR observations and information gathering processes occur on-site for each agency for three consecutive days in accordance with the project schedule.

The Motorola GIS Specialist will meet remotely with the City's GIS Administrator and CAD SMEs to discuss and confirm Response Boundaries data that is loaded into CAD. Motorola will provide an overview of the available boundary types and their function in CAD. Topics will include confirmation of the City's City Code, Agency Code, Beat Names, and their role in CAD to determine if any modifications need to be made prior to import into the System.

The BPR will be attended by the City's core team and additional agency SMEs as necessary. The practical input based on experience in the City's operational environment is indispensable in the configuration of the system. Attendees will have the authority and responsibility of making declarative statements and decisions about business practices and implementation of Motorola systems.

The City is responsible for engaging City's core team and user agencies that will be provisioned in the Motorola system(s) to obtain required inputs. It is preferable to have personnel that are required for one section to attend all sections of the BPR information gathering process to ensure all parties are represented. If an additional BPR or provisioning for additional agencies is required, it will be addressed via the change order provision of the Agreement.

Motorola Responsibilities

- Provide the BPR Agenda/Workbook(s) prior to the meeting.
- Conduct separate BPR sessions for the 911 Center and DEN.
- Complete BPR Workbook(s) for each agency.
- Request copies of completely populated sample forms, reports, dashboard views, and printouts currently utilized.
- Provide CAD Provisioning Data Gathering Guide.

City Responsibilities

- Review the BPR Agenda(s)/Workbook(s) prior to the meeting.
- Complete prerequisites listed in the TPS prior to this meeting.
- Ensure availability of the core team.
- Provide Motorola with copies of completely populated sample forms, reports, dashboard views, and printouts currently utilized.
- Review completed BPR Workbook(s) for contracted Product categories.
- Confirm readiness of City Code, Agency Code, and Beat Names for loading into CAD.
- Review CAD Provisioning Data Gathering Guide.

Note - Import of the City Code, Agency Code, and Beat Names for the geodatabase is a critical Project Task. Delayed, incomplete, or inaccurate information and BPR Workbooks may have a significant impact on the Project Schedule and start of Provisioning Workshops.

Motorola Deliverables

- BPR Agenda(s)
- BPR Workbook(s)
- CAD Provisioning Data Gathering Guide

1.12.2 Produce Vision and Scope Document

Motorola will develop Vision and Scope documents for each agency based on the BPR. The Vision and Scope documents reflect Motorola's recommended provisioning approach to support the agencies roles and workflows.

Motorola Responsibilities

- Produce Initial Vision and Scope documents

- Review Initial Vision and Scope documents with the agencies
- Review agencies feedback in the Vision & Scope documents
- Produce and deliver the Final Vision & Scope documents
- Gain approval of the Vision & Scope documents.

City Responsibilities

- Review Initial Vision and Scope documents.
- Provide feedback in the Vision & Scope documents.
- Review and provide feedback on the Final Vision & Scope documents.
- Approve the Vision and Scope documents.

Motorola Deliverable

- Vision and Scope documents for 911 (Call Takers, Police Dispatchers), Fire Dispatch, EMS) Dispatch and DEN.

1.13 Hardware and Software

1.13.1 Motorola System Hardware Procurement

Motorola will procure the system equipment in accordance with the bill of materials.

1.13.2 System Staging

System staging provides for the installation of the premises-based software components on the hardware at our staging facility. The system will be tested and verified to be operational in a staged environment. Once validated, the system will be packaged and shipped to Customer's location for installation.

Motorola Responsibilities

- Receive the contracted hardware, software platform, and related components at the Motorola staging facility.
- Rack and install hardware components.
- Conduct an equipment inventory and provide it to Customer.
- Install and configure software platform.
- Ship staged system to Customer's installation site.

Customer Responsibilities

- Receive the staged system and securely store it until Motorola installation.
- Provide Motorola with written acknowledgement of receipt of delivered equipment.

Motorola Deliverables

- Equipment Inventory.
- Staged System Delivery.

1.13.3 System On-Site Installation

The objective of this activity is to install the system at Customer's site. This activity addresses physical installation activities and system connectivity verification.

Motorola Responsibilities

- Install the staged system in Customer's environment.
- Conduct a Power On test to validate that the installed hardware and software are ready for configuration.
- Load PremierOne software.
- Load preliminary provisioning data on primary system hardware.
- Install and enable CloudConnect Virtual Machine and contracted cloud based software.
- Verify contracted software is available and accessible on the installed system.

Customer Responsibilities

- Confirm the server room complies with the requirements stated in the System Description.
- Enable outgoing network connection (external firewall) to the CommandCentral cloud via a Customer provided internet connection.
- Provide, install, maintain, and service any software as required for anti-viral, anti-malware protection on the system. If the software requires connectivity to a central server for maintenance and updates, the connectivity, including ports and access, needs to be provided.
- Witness the power on test.
- Confirm access to installed software.

Motorola Deliverable

- Installed system.

1.13.4 Motorola Workstation Hardware Procurement

Motorola will procure workstations which will be delivered to a City-provided staging area. Motorola will install and configure the CAD client software and transport the workstations to the installation locations. The workstations will be installed in the City-provided console furniture, connected to City-provided network cabling and power, powered on and validated.

Motorola Responsibilities

- Procure workstations in accordance with the BOM.
- Inventory equipment upon delivery to the City's location.
- Install and configure client software.
- Perform physical installation of workstations at City-designated positions.
- Establish connectivity to position-specific interfaces, if applicable.
- Demonstrate successful connectivity between workstations and City network.

City Responsibilities

- Provide a storage and staging area to which workstations will be delivered and at which Motorola will inventory, install, and configure client software.

Space required to store one hundred eighteen (118) workstations with room to configure client software on approximately five workstations (5) at a time.

- Provide workstation monitors, keyboards, mice and related peripherals.
- Ensure locations at which workstations will be installed have space, network connectivity, interface connectivity, and power at each workstation position
- Install additional City software after Motorola has installed client software, if required.

Motorola Deliverable

- Inventory of all Motorola-provided workstations
- Physical installation of CAD workstations
- Demonstration of CAD client software

1.13.5 Windows Client Software Installation

Motorola will provide instruction to the City personnel on client installation procedures who will complete software installation on remaining workstations not provided by Motorola and all mobile devices.

Motorola Responsibilities

- Discuss client software distribution methodology.
- Provide instruction on client software installation and install client software on up to five total Mobile Windows clients. Provide the City with electronic copy of Installation Guide.

City Responsibilities

- Provide and install mobile device hardware in accordance with manufacturer's specifications.
- Supply Windows Server Client Access Licenses (CALs) for all system client devices accessing CAD, Mobile.
- Assign personnel to observe the software installation process.
- Provide advanced authentication for Mobile/Handheld device connectivity if required.
- Provide power and network connectivity at designated workstation installation locations.
- Provide wireless connectivity and middleware to deliver mobile Virtual Private Network (mVPN) with routing and IP persistence to the system network.
- Complete installation of client software on mobile devices.
- Procure, install, authorize and configure ArcGIS Desktop/ArcGIS Pro and extensions.

Motorola Deliverables

- Client Software Installation Instruction and Installation Guide

1.13.6 Continuity Services

Motorola will enable the cloud-based Continuity Services to operate as a disaster recovery backup to the on-premises PremierOne CAD.

Motorola Responsibilities

- Host Discovery meeting with Customer, document different users and types of users (i.e., users of Continuity, admins who may initiate failover to Continuity).

- Onboard Customer for Continuity backend to Azure cloud.
- Provision users for Continuity.
- Conduct testing of Continuity on production and training environments.
- Provide link to Motorola Learning eXperience Portal (LXP) for training.
- Demonstrate use of CAD Web Client on training environment.

City Responsibilities

- Participate in Discovery meeting, provide Motorola with list(s) of users, and any other information as requested for system provisioning, testing, or training.
- Support testing of Continuity on production and training environments.
- Ensure users have access and complete supplied LXP training.

Motorola Deliverable

- Demonstration of availability of Continuity in production and training environments.

1.13.7 Mobile Android and iOS Device Setup

Handheld device setup is primarily a City series of tasks. Specifications for Handheld Devices can be found in the System Description document. Motorola will act as a guide, make recommendations, and provide access to Mobile Install Guide to facilitate the City's Android and iOS Device Setup.

City Responsibilities

- Provide handheld devices.
- Provide, install, and configure mobile printers.
- Provide and configure MDM software.
- Verify all handheld devices are configured with applicable OS version, MDM software, and printer configurations.
- Verify devices meet CJIS requirements.
- Permit Motorola Applications to be deployed from Apple App Store or Google Play Store.
- Verify devices and applications can connect to CommandCentral cloud services.
- Verify the device can access Google/Apple push notification.
- Download and install application(s) on all handheld devices.
- Provide sample handheld devices for all demonstrations.

1.13.8 Cumulative Updates

A Cumulative Update (CU) is a software update to one or more of the system applications. A CU may be required to deliver specific features and functions and will need to be installed following the initial system software installation. If CUs are installed by Motorola, a remote demonstration of the newly introduced or modified features/functions will be provided to the City. CU delivery is determined at Motorola's discretion. If a CU that introduces new functionality is delivered following the conclusion of Motorola training, the City may purchase additional training as desired in accordance with the Change Order provisions in the Agreement.

Motorola Responsibilities

- Provide release notes.
- Remotely install CU on the application servers.
- Remotely demonstrate any new delivered features as needed and update the Functional Validation Plan accordingly.

City Responsibilities

- Install CU on workstations.
- Witness the demonstration of newly installed features, as required.
- Provision the additional functionality as desired, based on the release notes.
- Educate users on new features.

Motorola Deliverables

- CU Installation

Note – If a third-party system update is applied, functionality issues with Motorola applications could occur. It is the City's responsibility to engage the third party and coordinate the resolution in order for Motorola to meet functionality requirements.

1.14 CommandCentral Enablement

The City will work with Motorola on the setup and configuration of the City's firewall in order to allow traffic from CommandCentral.

1.14.1 Agency and User Setup

The City's agency(s) and CommandCentral users must be provisioned within the CommandCentral cloud platform using the CommandCentral Admin Console. The provisioning process allows the agency(s) to define the specific capabilities and permissions of each user.

Motorola Responsibilities

- Use the CommandCentral Admin tool to establish the City and the City's agency(s) within the CommandCentral cloud platform. This activity is completed during the order process.
- Provision agency's CommandCentral initial users and permissions.

City Responsibilities

- Identify a System Administrator(s).
- Ensure all System Administrators complete the LXP CommandCentral Admin training.
- Use the CommandCentral Admin Console to set up CommandCentral administration and user passwords, and provision agency's CommandCentral users and permissions.

Motorola Deliverable

- Initial agency and user configuration

1.15 System Provisioning

1.15.1 PremierOne Provisioning

A provisioning profile for each role identified during the BPR and the Vision and Scope documents will be configured using City-provided information. Motorola will schedule meetings to review the provisioning and work streams for each role to gain feedback and approval of the provisioning approach. Motorola will proceed with the provisioning effort after approval of the provisioning profiles is received from the City.

Motorola Responsibilities

- Develop provisioning profiles.
- Incorporate CAD and Mobile workflow changes through the BPR and provisioning activities.
- Conduct meetings to review the provisioning profiles (1-2 days for each agency review).
- Discuss requested changes to provisioning.
- Modify provisioning profiles based on feedback.
- Conduct reviews of updated provisioning profiles (1-2 days for each agency review).
- Finalize the provisioning approach upon City approval.
- Update Vision and Scope documents to reflect final provisioning approach.

City Responsibilities

- Schedule applicable resources to participate in provisioning reviews.
- Evaluate each of Motorola's documented observations and suggestions for operational and policy updates.
- Provide feedback/requested changes to provisioning approach.
- Review updated provisioning profiles.
- Approve the final provisioning approach.

Motorola Deliverable

- Final Provisioning Profiles

1.15.1.1 Preliminary CAD Provisioning Profile

Motorola will develop a provisioning profile for CAD users based on the information and provisioning approach documented in the BPR and City-provided provisioning data. Motorola will schedule a remote meeting to review the provisioning to gain feedback and/or approval of the provisioning approach. Motorola will proceed with the remaining provisioning and provisioning workshops after approval of the provisioning profile is received from the City.

Motorola Responsibilities

- Develop provisioning profiles.
- Conduct meetings to review the provisioning profile
- Modify provisioning profiles as required to meet functional requirements and the BPR.
- Finalize the provisioning approach upon City approval.

City Responsibilities

- Schedule applicable resources to participate in provisioning reviews.
- Evaluate each of Motorola's documented observations and suggestions for operational and policy updates.
- Provide feedback/requested changes to provisioning approach.
- Review updated provisioning profiles.
- Approve the final provisioning approach.

Motorola Deliverable

- Final Provisioning Profile

1.15.1.2 CAD/Mobile Provisioning Workshops

Motorola will perform the manual entry or import of provisioning data. Motorola enters and/or imports the provisioning data as provided by the City and then conducts workshops with City participants of the BPR to demonstrate functionality and workflows are consistent with the information and processes captured in the BPRs. The series of workshops and checkpoints result with a Motorola-supported validation of the provisioned system. Four CAD workshops are conducted, two on-site and two are conducted remotely.

The focus of each workshop is defined in a Workshop Agenda that will be provided prior to the start of each workshop. The objective of each workshop is the transfer of knowledge, from Motorola to the City, of the provisioning parameters and options that affect system outcomes. PremierOne provisioning activities will be completed for the CAD and Mobile.

Provisioning workshops are designed to be incremental and progressively advance provisioning activities until provisioning is complete. Motorola will schedule and conduct checkpoints providing the City a time to confer with Motorola.

Provisioning activities include instruction of the mechanics and methodologies required to maintain system provisioning (Provisioning Training) and provides City resources with the required knowledge to maintain system provisioning required to support ongoing operational needs. On-site Provisioning Training is presented as outlined in the Education Plan.

Note - Delayed, incomplete, or inaccurate information may have a significant impact on the Project Schedule.

Motorola Responsibilities

- Provide the City with Provisioning Import Templates.
- Conduct a review of the Provisioning Import Templates for the City completion.
- Import/enter information from the provisioning input templates.
- Complete additional provisioning data entry activities in accordance with the City's requirements and business processes documented in the BPR workbook.
- Schedule Workshops and Checkpoints.
- Provide Agenda for each scheduled Workshop and Checkpoint.
- Conduct Provisioning Workshops and Checkpoints.
- Educate the City on mechanics and methodologies required to complete and maintain system provisioning.

City Responsibilities

- Completed Provisioning Import Worksheets.
- Participate in the Provisioning Import Worksheet review.
- Attend all Provisioning Workshops and Checkpoints.
- Complete tasks and assignments during and after each Workshop and Checkpoint.
- Update provisioning selections, as needed.

Motorola Deliverable

- Provisioned system, ready for Functional Validation

1.15.2 CAD User Interface Modification

The PremierOne CAD Windows client supports the ability to modify the tab order and rename field label changes on screens. The tab order is defined as the travel of the cursor as the user presses the *Tab* key. Field label moves and/or hides can only be completed on the screen on which they originally resided. These modifications are limited to the following screens:

- Login Screen.
- Incident Initiate (summary, vehicle, person).
- Incident Management (general, vehicle, person).
- Incident Dispatch.

Motorola will work with the City to define the tab order and field labels to be renamed, and provide instructions for installation of the UI Modification Package.

Motorola will facilitate a remote discovery session with each of 911 (call-taker and dispatcher), DEN, Fire, and EMS to document CAD UI modifications, enabling Motorola to create the UI Modification Package. The UI Modification will be completed prior to the commencement of Train-the-Trainer.

Motorola Responsibilities

- Schedule and deliver remote UI Discovery sessions.
- Document desired UI Modifications.
- Deliver a single draft of UI Modification Package to each of 911 (call-taker and dispatcher), DEN, Fire, and EMS for installation and review on the City system.
- Provide instructions in electronic format on installation of UI Modification Package.
- Receive feedback from 911, DEN, Fire, and EMS and incorporate into final UI Modification Package.
- Deliver final UI Modification Package to 911, DEN, Fire, and EMS.

City Responsibilities

- Participate in the remote UI Discovery Session and provide Motorola with input on UI Modifications.
- Install UI Modification Package.
- Review and provide feedback on the draft UI Modification Package within 10 days of receipt or Motorola considers this as the final UI Modification Package.
- Install final UI Modification Package.

Motorola Deliverable

- Instructions for installing UI Modification Package
- UI Modification Package

1.15.3 CommandCentral Aware Provisioning

Motorola Solutions will discuss industry best practices, current operations environment, and subsystem integration in order to determine the optimal configuration for CommandCentral Aware.

Motorola Solutions Responsibilities

- Provide data worksheets for the City to complete.
- Using the CommandCentral Admin Console, provision users, groups, and rules based on data worksheets.

City Responsibilities

- Supply the user data worksheets for the purpose of Motorola Solutions conducting CommandCentral Aware provisioning.
- Respond to Motorola Solutions inquiries regarding users/groups/agency mapping to CommandCentral Aware functionality.

Motorola Deliverable

- Provisioned CommandCentral Aware application

1.15.4 AppArmor Provisioning/Configuration

Motorola will engage the City's appropriate personnel/department to discuss the application aesthetics with the AppArmor design team. They also incorporate decisions on the layout of the app as it pertains to content and features. The initial scope of this activity will address 911 priorities but the scope includes development of the app for DEN and potential future uses by the City.

Once this stage is complete, the design team will begin work on the Marketing Launch toolkit, which includes screenshots of the app, videos, samples tweets, and a marketing plan.

Motorola Responsibilities

- Conduct review to discuss and document layout of AppArmor.
- Develop the Marketing Launch toolkit.

City Responsibilities

- Identify resources to participate in the design of App Armor.
- Review and approve the app layout.

1.15.4.1 AppArmor Marketing Launch Toolkit

The Marketing Launch Tool includes:

- A suggested strategy in a PowerPoint document for the launch of your app, including best practices, potential communication channels and more.

- A suggested poster which features your app. The poster is left partially blank so the City can populate it with your launch message.
- A suggested "business card sized handout" which features the City's app. It is also partially blank so the City can populate it with your launch message.
- High resolution screenshots of your app on all applicable platforms (e.g., iOS, Android)
- A short 1-minute video meant to show off the basics of the app.

Motorola Deliverable

- AppArmor Design
- Marketing Launch toolkit

1.16 Functional Validation

Functional Validation enables Motorola and the City to exercise the solutions, as provisioned, ensuring readiness for Train-the-Trainer. Functional Validation activities are based on the Functional Validation Plan (FVP) which includes a test case for each CAD/Mobile and Records function for which the system has been provisioned. The activity is initiated with a single Functional Validation Workshop whereby Motorola consults with the City on the use of the Functional Validation Plan and the City's approach to the functional validation.

Functional Validation is performed following completion of provisioning and prior to the start of Train-the-Trainer. The functional demonstration may not exercise all functions of the system, if identified as not being applicable to the City's operations as a result of provisioning or business process changes. The functional demonstration will be conducted on-site, over three consecutive days.

If there are exceptions or unsuccessful results as a result of performing the FVP, Motorola will document the remedial action required, i.e. Motorola providing clarification on performing the validation steps, Motorola providing a bug fix, the City modifying provisioning information, depending on the nature and priority of the exception or incomplete items. Once an exception is resolved, Motorola will not perform a complete retest of the FVP but will identify test functions related to test exceptions and perform those tests again to demonstrate compliance with functional requirements.

Motorola Responsibilities

- Update the Functional Validation Plan with the functional validation procedures for City approval.
- Conduct functional validation according to the FVP.
- Assign Priority Levels and develop a Remediation Plan for features and functions that do not perform in accordance with the functional requirements.
- Manage the Remediation Plan and coordinate Motorola and the City remediation actions.
- Develop and execute the plan to retest functional exceptions to verify compliance with functional requirements.
- Provide certification of successful completion of FVP.

City Responsibilities

- Ensure relevant resources are present for their specific area of responsibility.
- Witness the functional demonstration and acknowledge its completion.
- Participate in developing the Remediation Plan.

- Coordinate, manage and complete City remediation actions.
- Acknowledge successful completion of the FVP.

Motorola Deliverables

- Functional Validation Plan that includes all functional requirements.
- Remediation Plan
- Completed Functional Validation results.

Note - Provisioning activities performed by Motorola are considered complete at the conclusion of the FVP.

1.17 Interfaces and Integration

The installation, configuration, and demonstration of interfaces will be an iterative series of activities depending upon access to third-party systems. Interfaces will be installed and configured in accordance with the System Description and Project Schedule. Integrated functionality between Motorola-developed products will be completed through the software installation and provisioning activities described herein.

1.17.1 Interface Development

Development will be completed in accordance with an interface design document. The City is responsible for engaging third-party vendors, as required, to facilitate connectivity and validation of the interfaces.

Motorola Responsibilities

- Develop interfaces in accordance with the interface design document.
- Establish connectivity to external and third party systems.
- Configure interfaces to support the functionality described in the interface design document.
- Demonstrate the interface usability.

City Responsibilities

- Act as liaison between Motorola and third-party vendors or systems as required to establish interface connectivity with the Motorola system.
- Provide personnel proficient with and authorized to make changes to the network and third-party systems to support Motorola's interface installation efforts.
- Provide network connectivity between PremierOne and third-party systems.

NOTE - Unknown circumstances, requirements, and anomalies at the time of initial design can present difficulties in interfacing to some third-party applications. These difficulties could result in a poorly performing or even a non-functional interface. When information and access to systems is provided, Motorola will attempt to mitigate these difficulties. If Motorola mitigation requires additional third-party integration, application upgrades, API upgrades, and/or additional software licenses, the City is responsible for facilitating those activities with and potential costs from their third-parties or otherwise addressed through the change order provision of the Agreement.

Motorola Deliverables

- Interface Development.

1.17.2 Interface Deployment and Validation

Connectivity will be established between the Motorola system and the external and/or third-party systems to which the contracted software will interface. Motorola will configure the system to support each contracted interface as described in the interface-specific documentation. The City is responsible for engaging third-party vendors, as required, to facilitate connectivity and testing of the interfaces.

Once deployed, Motorola will verify that the installed interfaces perform in accordance with the interface-specific documentation as reviewed during the Interface Planning Session.

Motorola is not responsible for issues arising from lack of engagement of third-party and/or City resources to perform work required to enable, provision, or configure interface to a third-party system, or troubleshooting any issues on the City's third-party systems.

Interfaces that cannot be validated due to connectivity issues to external systems or the unavailability of the City's third-party system will be demonstrated to show that Motorola's portion of an interface is enabled to send and/or receive data that supports the user experience and functionality outlined in the interface-specific documentation. In such cases, Motorola demonstrating the elements within Motorola's control will constitute a successful demonstration and completion of the demonstration task.

Motorola Responsibilities

- Establish connectivity to external and third-party systems.
- Deploy interfaces to support the functionality described in the System Description and interface-specific documentation discussed during the Interface Planning Session.
- Conduct Interface Validation demonstration.
- Validate that each interface can transmit and/or receive data in accordance with the System Description and interface-specific documentation.
- Develop a Remediation Plan for anomalies that do not align with Motorola's stated user experience or functionality described in interface-specific documentation.
- Manage the Remediation Plan and take Motorola remediation actions.

City Responsibilities

- Act as liaison between Motorola and third-party vendors or systems as required to establish interface connectivity with the Motorola system.
- Provide personnel proficient with and authorized to make changes to the network and third-party systems to support Motorola's interface installation efforts.
- Provide network connectivity between PremierOne and the third-party systems.
- Provide external interface connection demarcation points at locations agreed to by Motorola. These locations shall normally be adjacent to the PremierOne equipment rack.
- Ensure required resources are present to support interface validation for their specific area of responsibility.
- Provide a resource with access to the interfacing system to validate functionality.
- Witness the execution of interface validation and acknowledge successful completion.

- Participate in the documentation of anomalies and work with Motorola to develop remediation action(s).
- Coordinate and manage City remediation actions.

Motorola Deliverables

- Contracted interfaces.
- Completed Interface Validation Plans and results.
- Remediation Plan (as applicable).

1.17.3 Integration Activities

Proprietary processes enable the transfer and receipt of data between Motorola systems, as described in the System Description.

Motorola Responsibilities

- Establish and validate connectivity between the Motorola systems.
- Validate that each system can transmit and/or receive data.

City Responsibilities

- Provide personnel proficient with and authorized to make changes to the network and City owned third-party systems to support Motorola's integration efforts.
- Provide network connectivity between the Motorola systems.

1.18 Data Conversion

1.18.1 Transactional Data Conversion

Motorola will convert twelve (12) months of legacy CAD data that exists in each of the 911 and DEN legacy CAD systems to conform to the data structure of PremierOne CAD. While Motorola is responsible for converting the specified data, it is critical the City assigns a knowledgeable resource to this activity who will remain engaged throughout the conversion process.

The legacy database must be a relational database. Motorola must be able to link directly to the legacy database from MS SQL Server.

The City must conduct an analysis of their data in the legacy system(s) to identify duplicate data/records, lost data, orphaned records, or records that haven't been linked properly and resolve those issues prior to extracting the data to be converted. Motorola does not provide any data clean up or manipulation of the provided data and conducts a single, one time, bulk load of legacy data.

The legacy data must be sent to a designated Motorola facility to develop and test the conversion routines. If the City does not agree to send the data to a Motorola facility, work will stop and Motorola will provide a change order to develop the required environment at the City's site, which may incur additional cost. Work will resume upon execution of the change order.

Data conversion routines will be executed in the following phases:

- Two Validation Test Loads - the first will contain up to one month of representative data and the second will contain up to six months of representative data.
- Bulk Load based on contracted delivery, less the delta.
- Delta Load - the delta of data between end of the bulk load and time of system Go Live. The City must stop using their legacy system before this load. This Delta Load will consist of no more than one month of data.

Motorola Responsibilities

- Analyze data files with the City to determine which tables contain the specified legacy data and identify truncated, coded, or masked data.
- Conduct a remote Data Conversion Preparation Workshop to identify where the information will be positioned in PremierOne and develop the Data Conversion Guide to reflect the field mapping and related documentation.
- Provide the City with the address and recipient information of the Motorola facility the City extracted data will be sent to for data conversion processing.
- Develop the conversion routine and execute the initial Validation Test Load representative data set to identify and correct any issues.
- Execute the second Validation Test Load on a representative data set and verify the conversion results with the City.
- Perform the Bulk Load in accordance with the Data Conversion Guide.
- Perform the Delta Load, which serves as the final data migration after the Live Cut, in accordance with the Project Schedule.

City Responsibilities

- Conduct an analysis of the data in the legacy system(s) to identify duplicate data/records, lost data, orphaned records, or records that haven't been linked properly and resolve those issues prior to extracting the data to be converted.
- Provide documentation of the legacy database and field mapping information of legacy systems for Motorola's understanding of the City's data schema and relation.
- Extract the data to be converted from the legacy databases.
- Engage resources from legacy system vendors, if required, to provide information on legacy database schema.
- Participate in Data Conversion Preparation Workshop.
- Review and approve the Data Conversion Guide within 10 calendar days of receipt.
- Extract and ship legacy data, on a mutually agreed upon medium, to Motorola for conversion processing.
- Provide access to legacy systems from which data will be extracted or execute a Change Order enabling Motorola to provide and configure the required data conversion environment on the City's legacy system.
- Review data after each Load to verify accuracy, in accordance with the Data Conversion Guide, and notify Motorola within 2 days of any inaccuracies or discrepancies.
- Provide acknowledgement of completion of data conversion.

Motorola Deliverables

- Data Conversion Workshop.
- Data Conversion Guide.
- Converted Data per the Data Conversion Guide in accordance with the Project Schedule.

1.19 Reports and Dashboards

1.19.1 Reports

Motorola will deliver the standard reports library, including the “Snapshot” report, and has not included the effort to develop any City specific or City defined reports. A list of the standard reports delivered with the installed version will be provided upon request. Upon receipt of the standard reports library, any further changes will be addressed per the change order provision of the Agreement.

Motorola will review the standard reports library and introduce the functionality available within SQL Server Reporting Service (SSRS) through the SSRS Workshop. The Workshop will be conducted in accordance with the Education Plan.

Motorola Responsibilities

- Deliver standard reports library and review with the City.
- Provide access to the Motorola provided web-based learning environment 5 business days prior to the Workshop start.
- Facilitate the SSRS Workshop.
- Request copies of completely populated sample reports.

City Responsibilities

- Confirm access to the Motorola provided web-based learning environment no later than 2 business days prior to the Workshop start.
- Attend the SSRS Workshop.

Motorola Deliverables

- Standard reports library.
- SSRS Workshops

1.19.2 Dashboards

The objective of this task is to introduce the functionality available via Intelligent Data Discovery (IDD). IDD Workshops will be conducted in accordance with the Education Plan. Motorola will review the three standard CAD dashboards and the View-Only CAD IDD Bundle for a single agency.

This effort will utilize the City’s existing Microsoft SQL Server licenses and Business Intelligence tools to configure dashboards and data views using data available from the PremierOne environment.

Motorola Responsibilities

- Provide the IDD Workbook 10 business days prior to the start of overview/consultation for the City to complete.

- Conduct the Workshop over three days to review standard dashboards and define and document requirements for the City-defined dashboards.
- Install standard dashboards.
- Create the two City-defined dashboards based on a list of 50 graphical elements (maps, charts, gauges, etc.).
- Install City-defined dashboards.

City Responsibilities

- Complete the IDD Workbook 5 business days prior to the start of the overview/consultation.
- Perform data entry (incident creation, dispatch, and disposition) to confirm sufficient data exists for reporting.
- Define requirements for the City-defined dashboards utilizing the IDD Workbook.
- Assign resource(s) that have received the CAD SSRS Reporting training to participate in the review of the dashboards.

Motorola Deliverable

- Standard Dashboards

1.20 System Training

The objective of this task is to prepare for and deliver the contracted training. Motorola training consists of both computer-based (online) and instructor-led (on-site or remote). Training delivery methods vary depending on course content. Training is delivered in accordance with the Education Plan.

1.20.1 Learning eXperience Portal (LXP) Virtual Training

Training is made available to the City, in part, via Motorola's LXP. This subscription service provides your users with continual access to Motorola's library of online learning content and allows your users the benefit of learning at times convenient to them. Courses delivered or supplemented by LXP content are described in the Education Plan.

Motorola Responsibilities

- Configure a City specific portal view.
- Create learner access account to the portal for each user name provided by the City.
- Provide instruction to the City LXP Administrator on building groups.

City Responsibilities

- Provide Motorola with names (first and last) and email addresses for each learner.
- Complete LXP Administrator training.
- Advise users of the availability of the LXP.
- Build groups as desired.

1.20.2 CAD/Mobile Instructor-Led Training (On-site and/or Remote)

Motorola Responsibilities

- Deliver User Guides and training materials in electronic format.
- Perform training in accordance with the Education Plan.
- Provide the City with training Attendance Rosters and summarize any pertinent observations that may impact end user training.

City Responsibilities

- Supply classroom(s) based on the requirements listed in the Education Plan.
- Designate training representatives who will work with the Motorola trainers in the development and delivery of training.
- Facilitate training of all City end users in accordance with the training delivery plan.

Motorola Deliverables

- Electronic versions of User Guides and Training Materials
- Attendance Rosters

1.20.3 CommandCentral Aware Online Training

CommandCentral Aware training is made available to you via online classes and the LXP. All Motorola Solutions tasks are completed remotely and enable the City to engage in training when convenient to the user.

Motorola Responsibilities

- Provide instruction to City Administrators on:
 - Adding and maintaining users and groups.
 - Adding and maintaining radios and devices.
 - Adding and maintaining map layers.
 - Adding and maintaining rule-sets to perform automated actions based on event types.
 - Ensure user access to LXP courses.

City Responsibilities

- Complete online Administrator training.
- Complete LMS Administrator training.
- Advise users of the availability of courses in the LXP.
- Add/modify users, run reports and add/modify groups.

Motorola Deliverables

- LXP access to CommandCentral Aware courses in LXP
- Motorola provided Administrator instruction

1.21 AppArmor Deployment and Testing

AppArmor will submit the app to the appropriate App stores. The app will be under review with Apple and Google for 1-5 business days.

Training and testing on the system will occur during a soft launch period prior to deployment. In addition to training provided to City trainers, AppArmor provides detailed documentation on dispatcher roles and responsibilities, detailed documentation that identifies key features and functions and a video library of resources.

Motorola Responsibilities

- Submit AppArmor for review by the App stores (Apple and Google).
- Conduct training to City trainers. Training can be recorded for future use.
- Provide access to documentation and training resources.
- Provide guidance on utilizing the Marketing Launch Kit to publicize the launch of AppArmor.
- Provide assistance as needed for users to download the AppArmor app.

City Responsibilities

- Facilitate download of AppArmor on City devices.
- Identify City personnel to participate in AppArmor training.

Motorola Deliverables

- AppArmor available for production use.

1.22 Scenario Based Validation

Scenario based demonstration emulates typical operational workflows of the installed and configured CAD/Mobile system; confirming the transactional workflow from initiation through disposition. The system is exercised throughout the delivery of the project by both Motorola and the City via provisioning, configuration, and training activities. To solidify the City's confidence in the system and prepare for live use operation, Motorola will partner with the City in performing prescribed end-to-end scenarios.

Motorola Responsibilities

- Create the Scenario Based Validation Plan with guidance from the City.
- Support City resources as they perform scenario-based validation in accordance with the Scenario Based Validation Plan.
- Document demonstration discrepancies in the Remediation Plan.
- Manage the Remediation Plan and take Motorola remediation actions.

City Responsibilities

- Assist Motorola in creation of Scenario Based Validation plan and supply City workflows and objectives.
- Perform the scenario-based validation in accordance with the Scenario Based Validation Plan.

- Review the demonstration scenarios and notify the Motorola PM of any items that require discussion.
- Coordinate and manage City remediation actions.

Motorola Deliverable

- Scenario-based Demonstration Results Report.
- Remediation Plan (as applicable).

Scenario based validation will occur after the completion of Train-the-Trainer and no later than 90 days prior to Go Live. Scenario based demonstration emulates typical operational workflows from transaction initiation through transaction disposition. Scenarios developed during provisioning of the system will be documented in the Scenario Based Validation Plan.

Note - The Remediation Plan will identify the remediation action and the action owner (City or Motorola). Remediation steps may involve provisioning modifications, system configuration changes, and/or software version update.

1.23 System Go Live

1.23.1 Go Live Planning

Motorola will provide support of the City's efforts with commencing live operation use of the system. Motorola resources are supplemental to the City resources and provide support to City trainers and subject matter experts. City's core team is the first line of support to end users in the transition of live operations from the City's legacy system to the Motorola system. Motorola will work with the City to provide a Go Live Plan. Examples of what is in this plan can include:

- Motorola and City resources and staffing.
- Pre Go Live tasks/activities to be performed leading up to Go Live.
- Readiness review meetings.
- Issue reporting and escalation processes.
- Testing of Continuity on production and training environment
- Contingency/roll-back plans.
- Go Live tasks and responsibilities during Go Live

Motorola Responsibilities

- Facilitate meetings with City staff to review the Go Live Plan.

City Responsibilities

- Coordinate the participation of the City's technical and operational staff in Go Live planning and review of the Go Live Plan.

Motorola Deliverable

- Go Live Plan.

1.23.2 Motorola Support Engagement

As part of Go Live planning, the Motorola PM will complete a System Configuration workbook consisting of City contact information and information required for remote access to the system. Motorola will schedule a remote Support Engagement meeting between the PM, Motorola's Customer Support Manager (CSM), Focal Support Technician and the City's project team representatives no later than 30 days before the identified Go Live date. The CSM will review the Customer Support Plan with the City, including the process for obtaining support and contact information.

Motorola Responsibilities

- Facilitate the Support Engagement Meeting between the City and the Motorola Support organization.

City Responsibilities

- Identify authorized City representatives to contact Motorola Support

1.23.3 Go Live

In accordance with the Go Live Plan, Motorola and the City will begin transitioning the City from their legacy system to live operation use of the Motorola system. Motorola will provide on-site support at the primary communications centers for Denver 911 and DEN in accordance with the Go Live Plan. If resources are desired at additional locations, it will be addressed via the change order provision of the Agreement. The Go Live transitions the City from the implementation phase of the Agreement to the support phase under the governance of the Motorola Support organization.

Motorola Responsibilities

- Work with the City to schedule the date and time for the Go Live.
- Execute the Go Live Plan.
- Provide on-site resources as specified in the Go Live Plan to support the City's core team. Support will be provided in accordance with the following:
 - Two (2) Application Specialists providing 24-hour coverage over four (4) continuous days at the Denver 911 center.
 - One (1) Application Specialist providing 24-hour coverage over four (4) continuous days at DEN.
 - Technical support provided on-site for 8-10 hours per day over four (4) continuous days with remote support available during off-hours

City Responsibilities

- City core team scheduling for Go Live activities.
- Manage Go Live activities.
- Educate core team on methods and when to engage Motorola during Go Live.

1.23.4 Reliability Period

A 45-Day Reliability Period will be supported. The Reliability Period commences at Go Live upon the initiation of the first incident in a production mode for CAD. During this period, the system will perform without any Severity Level 1 or 2 incidents as defined in the Maintenance and Support Agreement. If

the system becomes unavailable due to a Priority Level 1 incident, the Reliability Period will be stopped and upon correction of the error, the Period will start over at Day 1. If a Priority Level 2 error occurs and is corrected within 24 hours, the Reliability Period will resume upon correction. If a Severity Level 2 error is not corrected within 24 hours, the Reliability Period will start over at Day 1 once corrected. Motorola resources do not attend this period, but they will be available to respond to error conditions, if/as required.

During the Reliability Period, the City shall maintain a log of system problems or desired changes and work with Motorola in correcting such problems according to the terms of the Maintenance and Support Agreement. The City shall immediately notify Motorola by telephone if the system becomes unavailable. Upon successful completion of the 45-day Reliability Period, Motorola and the City shall acknowledge that the Reliability Period is complete.

1.24 Transition to Support – Project Closure

Following the Go Live and Reliability Period, the service delivery is complete. Motorola and the City certify the Software System Completion milestone and the implementation phase is formally closed.

The system is transitioned to the support phase of the Agreement per the terms and conditions of the Maintenance and Support Agreement.

1.24.1 Documentation

As part of project completion, Motorola will validate the City's receipt of electronic copies of the following documentation:

- User Guides (for the primary products), in electronic format.
 - BPR Workbook(s) for each contracted Product Category.
- System Administration Guide, in electronic format.
- System Configuration Workbook, in electronic format.
- As-Built System Design Documentation, in electronic format.
- As-Built System documentation is also archived with the System Support Center along with City information and access procedures to facilitate efficient response and resolution of any reported system issues.



Section 1

Education Plan

Computer Aided Dispatch and Mobile Data System Software Solution

September 26, 2025

City and County of Denver, CO

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Education Plan

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Section 1

Education Plan

1.1 Introduction

Motorola Solutions (Motorola) considers training to be a critical aspect of the system installation and requires Motorola to work closely with the City to develop their knowledge and skills. This Education Plan is tailored to your agency’s operational business process, job roles, and personnel needs and will deliver the necessary information needed to effectively and efficiently use new systems and technologies through a flexible, multimodal approach.

Motorola employs a multimodal methodology for training that offers a diverse range of materials, application, and tools, including e-learning platforms, simulations and other technology-enabled modalities as well as formats such as instructor-led training, on-the-job training, computer-based training, coaching, workshops, and demonstrations. This approach to training allows Motorola to customize a plan that supplements your personnel’s inherent knowledge with information about the features, functions, and mechanics of the solution. Our goal is to work with you to optimize your training so that your agency’s daily operations and workflows are productive and efficient.

Motorola’s instructors are certified through the Learning and Performance Institute’s Online Learning Facilitators program, ensuring instruction is delivered in the most efficient and beneficial manner to industry recognized standards.

Note - City specific needs that are not addressed as a Course or Workshop or outlined in this Education Plan can be addressed via Motorola’s Consulting Services.

- 1
- Motorola’s primary training delivery models are:
- **Instructor-Led:** Instruction is provided by a Motorola instructor in a traditional City provided classroom environment or via web conferencing hosted by Motorola.
 - **Computer Based:** Computer-based training provides self-paced instruction on the features and functions of the Motorola software applications. This delivery method enables the attendee to progress through training at a pace prescribed by the City that is comfortable to the attendee. Motorola’s computer-based training delivery method includes the use of a Learning eXperience Portal (LXP).

- 2
- A sample of LXP course offerings include:

LXP Courses	
PSA4001 CAD End User - Keyboard Shortcuts	PSA4044 PremierOne Mobile End User - Closing Incidents
PSA4151 RMS Provisioning - Creating a New Code Table	PSA0120 Mobile Android User - Logging in/Logging Out
PSA4139 CAD/Mobile Provisioning - Incident Management - Incident Response Factors	PSA0210 Mobile iOS User – Navigating the Dashboard

1.2 Workshops and Course Listing

The following tables present information on each workshop and course included in the training plan. Due to the nature of each workshop and course, it is imperative that the maximum number of attendees not be exceeded. Doing so erodes the integrity of each session and impairs attendee's ability to retain the subject matter information.

3 The following list provides definition of the methods of instruction used to deliver:

- **LXP-C** – Software application training provides instruction on the features and functional use of a software application or specific module. The delivery method is entirely computer based and accessed via LXP on demand with no in-person training component.
- **LXP-P** – LXP *prerequisites*, attendees must complete before attending in-person sessions.
- **LXP-R** – LXP *refresher*, this software application training offers components that can be taken on demand through the LXP after the in-person training has completed.
- **On-site (O)** – in-person training from an on-site instructor conducted at the City's facilities.
- **Virtual (V)** – virtual instructor-led training (class will be recorded and made available for future Customer use).

1.2.1 Workshops

Workshops offer guided instruction and hands-on exposure to each attendee providing practical experience with the subject matter. In many cases the attendee must possess a common level of industry knowledge and complete LXP prerequisites as defined for each workshop in order to grasp the presented concepts and material.

Workshop Information					
Solution Name	Workshop Name	Max # of Attendees Per Session	# of Workshop Sessions Included	Method of Instruction	Workshop Duration
PremierOne CAD	Set of PremierOne CAD/Mobile Provisioning Workshops Requires working knowledge of customer business workflows and current application configuration.	9	2 (One 9-1-1, On Airport)	LXP-P, Virtual, On-site & LXP-R	112 hrs (over various sessions)
	Query Provisioning and Formatting Workshop	4	1	LXP-P & Virtual	16 hrs over 2 day
PremierOne Reporting Services	SSRS Report Builder Workshop in PremierOne	6	2 (One 9-1-1, One Airport_	LXP-P, On-site & LXP-R	24 hrs over 3 consecutive 8 hr days

	Intelligent Data Discovery (IDD) Workshop in PremierOne	6	2 (One (9-1-1, On Airport)	LXP-P, On-site	24 hrs over 3 consecutive 8 hr days
PremierOne Infrastructure System Administration	PremierOne CAD/Mobile System Administrator Requires working knowledge of computer hardware, operating system software and database maintenance	4	1	LXP-P & On-site	24 hrs over 3 consecutive 8 hr days
PremierOne Mobile	PremierOne Mobile for iOS and Android Workshop Requires knowledge of handheld iOS or Android device configuration and PremierOne Provisioning Portal	6	1	LXP-P & Virtual	4 hrs in a single day
PremierOne GIS	GIS Administrator Workshop Requires working knowledge of ESRI software and GIS Concepts	4	1	Virtual	24 hrs over two weeks.

1.2.2 Instructor-Led Training Courses

Similar to the Workshops structure, instructor-led training offers guided instruction but in a classroom environment. Instructor-led training focuses on the mechanics of the application software features, functions, and use. In many cases the attendee must possess a common level of industry knowledge and complete LXP prerequisites in order to grasp the presented concepts and material.

Instructor-Led Training Course Information					
Solution Name	Course Module	Maximum # of Attendees Per Course	# of Instances Included	Method of Instruction	Class Duration
PremierOne CAD	PremierOne Computer Aided Dispatch Train-the-Trainer (Dispatchers)	12	1 (9-1-1)	LXP-P & On-site	24 hrs over 3 consecutive 8 hr days
	PremierOne Computer Aided Train-the-Trainer (Call Takers)	12	1 (9-1-1)	LXP-P & On-site	16 hours over 2 consecutive 8 hour days
	PremierOne Computer Aided Dispatch Train-the-Trainer	12	1 (Airport)	LXP-P & On-site	32 hours over 4 consecutive 8 hr days
	PremierOne Computer Aided Dispatch Train-the-Trainer	12	1 (EMS)	LXP-P & On-site	32 hours over 4 consecutive 8 hr days
	PremierOne Computer Aided Dispatch Train-the-Trainer	12	1 (Fire)	LXP-P & On-site	32 hours over 4 consecutive 8 hr days
	PremierOne CAD/Mobile Client Installation	4	1	LXP-P & On-site	24 hours over 3 consecutive 8 hr days
Optional PremierOne CAD Add On Courses	PremierOne Computer Aided Dispatch End User Training	12	0	LXP-P & On-site	32 hrs over 4 consecutive 8 hr days
	PremierOne Computer Aided Dispatch – End User Training Support	n/a	0	On-site	32 hrs over 4 consecutive 8 hr days
PremierOne Mobile	PremierOne Windows Mobile Training	12	1 (Fire)	LXP-P & On-site	Six 4 hr sessions over 3 consecutive 8 hr day
	PremierOne Mobile for Android and iOS End User Training	All Subscribers	All Subscribers	LXP-C	4 hrs

1.2.3 Training Overview

The City Training Representative should be familiar with the City's daily operations and must attend (or designate a replacement) each Motorola training course. Motorola instructors will rely on this

representative to be the one point of contact for Motorola staff when policy and procedural questions arise, act as course facilitator, and act as the City's training monitor. The City will also identify the personnel who will serve as trainers. These individuals must participate in all the Train-the-Trainer courses. In addition to the skills described below, the City's trainers must have prior experience as a classroom instructor and a thorough understanding of the City's operations. Other courses will require participants from different areas of the City's operations as shown in the individual course descriptions, detailed in Section 1.3: Workshop Course Descriptions.

1.2.4 Training Facilities and Schedules

On-site training will be conducted in a City provided training facility setup in classroom configuration with a workspace for attendee note taking, and computer and dual monitors for each attendee. Each instructor-led on-site session requires a projector, connected to the applicable Motorola system workstation, and a Dry erase-board for instructor's use. The on-site workshop format requires multi-monitor (minimum of three) workstations, one for each attendee.

For classes provided virtually, Motorola will provide the conference link and host information required for each attendee to join the session. The City is responsible for providing all equipment and remote access mechanism required to enable each attendee to join the Motorola hosted event.

At least (5) days prior to on-site training courses, the customer must supply Motorola with a roster of course attendees. Attendees should ensure access to the LXP and complete prerequisite training prior to the on-site training course start date.

At least two days prior to each on-site session, the instructor will have access to the training facility and all workstations for setup and workstation configuration. Motorola and the City shall mutually agree to training schedules to accommodate the City's shift operations and other site-specific requirements. Evening courses will end by 11:00 p.m. Weekends and Holidays will not be used as training days.

1.2.4.1 Training Methods and Procedures

4 Motorola offers on-site training and online training both coordinated with the LXP. Types of training courses include:

- Administrative workshops that provides specialized users with in-depth knowledge on the features, operational, and administrative functions of the system.
- Train the Trainer; instructor-led classroom training that provides key individuals with extensive hands-on use of the system utilizing true-to-life incident scenarios so they can develop and provide training to new users.
- End User Training; Instructor-led classroom training that provides users with instruction on subject matter relevant to their respective role in using and or supporting the PremierOne System. In addition to facilitated discussion, End User training consists of workshop elements where needed, to provide hands-on demonstration of the material being presented.
- Instructor-Led virtual online training that uses the LXP.
- Online "Anytime" training that uses the LXP.

5 Designated Motorola Instructors will provide application instruction using several techniques and materials:

- **Instructor Lesson Plan:** The instructor's tool for planning the detailed course content on a module-by-module basis.

- **Training Course Agenda:** A handout for attendee that outlines the course sequence of events including duration, and course modules.
- **Worksheets, Job-Aids, Quizzes:** Activities provided by the instructor to help attendees retain course information
- **Training Course Objectives:** The instructor's predefined course objectives. These are provided for Train-the-Trainer classes only.
- **Evaluations:** The Instructor Evaluation Form for attendees to complete on the final day of a training class, the attendees will be asked to complete an Instructor Evaluation form. They are optional forms and anonymity is acceptable.
- **Attendance Rosters:** A roster, provided by the City, listing the names of training participants five (5) days prior to the start of the course. Instructors will complete Attendance Rosters of actual participants for each day of training
- **Prerequisite training:** On demand LXP courses which provide base knowledge for all attendees prior to the start of on the on-site class.
- **Motorola User Documentation:** An electronic copy of the applicable Motorola Reference Manuals and documentation will be provided prior to training. The City is responsible for duplicating and delivering manuals to participating attendees prior to class commencement.

1.2.5 Session Attendance

Motorola is committed to providing a quality training experience and desires that the City receives the maximum benefit from each on-site training session. Each training session has been sized to provide the optimal training environment that meets the needs of the attendees in relation to the complexity of the material being presented. Given the nature of the material being presented and the intensity of the training, it is imperative that maximum course numbers not be exceeded. If the number of attendees in attendance exceeds the published maximum number of attendees and the list of participants identified on the training roster, Motorola will take corrective action, ensuring the integrity of the session is maintained and the attendee's ability to learn is protected. Motorola corrective action may include:

- Delaying the start of training until the number of attendees in attendance is in line with the maximum number of attendees allowed for the session.
- Splitting the class into multiple sessions. In such a case, the City will be charged for multiple occurrences of the class plus additional expenses, including travel related expenses incurred by Motorola Solutions.
- Delaying the classroom training until the Prerequisite training has been completed in the LXP by each attendee.

1.2.6 LXP Requirements

The LXP is accessed via an internet browser. Motorola will set up an individual instance of the Learning Management System, known as an organization. This provides autonomy to the agency utilizing LXP.

Accounts to access the LXP are created for each learner using their Email address. All attendees accessing LXP content must have their own account in the LXP. A learner will need to have access to the internet via a workstation, laptop, tablet or smartphone to access learning.

City LXP Administrators will be given the ability to build Groups, a more granular segmentation of the LXP that is generally utilized to separate learners of functions (i.e. dispatchers, call takers, patrol,

firefighter). One attendee can be assigned to multiple groups if necessary. Attendees can be assigned to some or all of the content in a Learning Path, a collection of courses that include like-minded courses.

In most cases audio accompanies visual display; speakers or headsets are recommended to utilize full functionality of the LXP. Course assessment evaluations are also accessed via the LXP. Access to these evaluations in the classroom is suggested.

1.2.6.1 LXP Learner Subscription Package

Learner-level subscriptions have been included for personnel who are expected to be users of one or more products. City resources will have access to the LXP training materials during deployment and as long as the post-live subscription is maintained during the warranty/maintenance period. Learner-level subscriptions allow access to all materials available for the applications included in this Education Plan. A Learner-level subscription that allows the City to upload their own content is available at an additional cost.

1.3 Course Descriptions

1.3.1 Workshop Course Descriptions

The following tables provide detailed descriptions of workshop courses that will be provided as part of the system at the location indicated.

Set of PremierOne CAD/Mobile Provisioning Workshops	
Goal	Conduct structure workshops to provide instruction on configuration options of PremierOne CAD and Mobile.
Course Materials	PremierOne CAD and Mobile Provisioning Guide PremierOne CAD User Guide PremierOne System Management Tool Portal User Guide Course Outline. LXP refresher training courses.
Location	City's facility and virtual.
Duration	PremierOne CAD Workshop 1: On-Site (24 hours) PremierOne CAD and Mobile Workshop 2: Virtual (24 hours) PremierOne CAD and Mobile Workshop 3: Virtual (24 hours) PremierOne CAD Workshop 4: On-Site (24 hours)
Participants	The goal of Motorola led Workshops and Checkpoints is to provide the Agency Core Team with sufficient knowledge to provision the PremierOne CAD and Mobile product. Participants should have knowledge of current CAD and Mobile applications and customer operations with the authority to make decisions in relation to the new PremierOne CAD and Mobile systems look and functionality is required.
Class Size	Maximum of nine (9) attendees
Prerequisite	Prerequisite training videos must be completed prior to the Workshop beginning. Prerequisite work not being completed will result in the Workshop and Checkpoint being rescheduled. LXP Required Prerequisite training courses: <ul style="list-style-type: none"> • PSA4154 Provisioning - Intro to Web Portal • PSA4126 Provisioning - Navigation & Terminology • PSA4149 Provisioning - Managing Admin Account • PSA4137 Provisioning – LSM • PSA4133 Provisioning - Clone & Delete • PSA4147 Provisioning - Importing & Exporting • PSA4125 Provisioning - Agency Types/Agency

Set of PremierOne CAD/Mobile Provisioning Workshops	
Environment Setup	<p>Attendee Workstations:</p> <ul style="list-style-type: none"> Each workstation or device used for LXP prerequisites must have an internet connection CAD workstation for each participant with network connection to the PremierOne servers Microsoft Excel and Word should be installed on at least one training workstation <p>Instructional Requirements:</p> <ul style="list-style-type: none"> Instructor's workstation(s) with network connection. Projector. Dry erase board.

Query Provisioning and Formatting Workshop	
Goal	Conduct structure workshops to provide instruction on configuration options for queries in PremierOne
Course Materials	PremierOne CAD and Mobile Provisioning Guide Course Outline. LXP refresher training courses.
Location	Virtual.
Duration	16 hours over 2 days
Participants	Participants should have knowledge of PremierOne CAD and Mobile Provisioning.
Class Size	Maximum of four (4) attendees
Prerequisite	<p>Prerequisite training videos must be completed prior to the Workshop beginning.</p> <p>LXP Required Prerequisite training courses:</p> <ul style="list-style-type: none"> PSA4042 End User – Queries PSA4038 End User – Query Smart Copy
Environment Setup	<p>Attendee Workstations:</p> <ul style="list-style-type: none"> CAD workstation for each participant with network connection to the PremierOne servers

SSRS Report Builder Training in PremierOne	
Description	Provides guided instruction in a workshop format to create custom reports against the PremierOne Reporting Data Warehouse (RDW) or DHStoreAnalysis Database using Microsoft SQL Server Reporting Service (SSRS) and Report Builder software.
Course Materials	SSRS Training Guide. Course Outline.
Location	City's facility.
Duration	Up to 24 hours over three consecutive business days.

SSRS Report Builder Training in PremierOne	
Participants	Personnel who will create custom reports.
Class Size	Maximum of six (6) attendees.
Prerequisite	<p>Class participants must have some knowledge/experience of creating “on demand” reports.</p> <p>Class participants should have experience working with relational database structures as well as writing and understanding transact SQL code.</p>
Environment Setup	<p>Attendee Workstations:</p> <ul style="list-style-type: none"> One (1) workstation for each attendee with a connection to the PremierOne system environment. The following is the current list of Operating Systems and Browsers supported for the web portal. Windows 7, 8.1, 10; Windows Server 2008 R2, 2012, 2012 R2. Microsoft Edge (+) Preferred. Microsoft Internet Explorer 10 or 11. Google Chrome (+). Mozilla Firefox (+). Microsoft SQL Server Reporting Services installed, configured, and working. Microsoft Report Builder installed. <p>Optional:</p> <ul style="list-style-type: none"> SQL Server Management Studio on each Attendee Workstation. One (1) CAD Client for the class is preferred in the case data entry needs to take place in order to report against. <p>System Requirements:</p> <ul style="list-style-type: none"> Data pre-exists in the Reporting Data Warehouse or DHStoreAnalysis Database (data is typically propagated during the training courses). <p>Instructional Requirements:</p> <ul style="list-style-type: none"> Instructor's workstation(s) with network connection. Projector. Dry erase board.

Intelligent Data Discovery (IDD) in PremierOne	
Goal	Provide selected personnel with knowledge to create Business Intelligence dashboards in PremierOne using Microsoft SQL Server Reporting Services tools (SSRS) and Report Builder software.
Course Materials	Reporting and Analytics Intelligent Data Discovery Training Guide. Course Outline.
Location	Virtual.
Duration	Up to 24 hours over three consecutive business days.
Participants	Personnel who will be responsible for building Business Intelligence Dashboards and reports used for statistical analysis.
Class Size	Maximum of six (6) attendees.
Prerequisite	Successful completion of SSRS Reporting Training for PremierOne. Experience in creating Reports using Microsoft SQL Server Reporting Services. Familiarity with T-SQL statements for querying data within a SQL Server database
Environment Setup	<p>Attendee Workstations:</p> <ul style="list-style-type: none"> • One (1) workstation for each attendee with a connection to the PremierOne system environment. • The following is the current list of Operating Systems and Browsers supported for the web portal. • Windows 7, 8.1, 10; Windows Server 2008 R2, 2012, 2012 R2. • Microsoft Edge (+) Preferred. • Microsoft Internet Explorer 10 or 11. • Google Chrome (+). • Mozilla Firefox (+). • Microsoft SQL Server Reporting Services installed, configured, and working. • Microsoft Report Builder Installed. • All Training workstations installed with SQL Server Management Studio. <p>System Requirements:</p> <ul style="list-style-type: none"> • Existing data in the DHStoreAnalysis (data is typically propagated during the TTT course).

PremierOne CAD/Mobile System Administrator Training	
Goal	Provides practical techniques for system administration and maintenance of the CAD and Mobile components of the PremierOne system.
Course Materials	PremierOne SCOM Monitoring Guide Course Outline. LXP refresher training courses.
Location	City's facility.
Duration	Up to 24 hours over three consecutive business days.
Participants	System Administrators - personnel responsible for the day-to-day management of the system.
Class Size	Maximum of four (4) attendees.
Prerequisite	LXP Required Prerequisite training courses: <ul style="list-style-type: none"> PSA4029 System Administration - Hardware Overview. Knowledge of customer site network, IT policies and operations. Microsoft proficiency as defined in the Prerequisites Section.
Environment Setup	Attendee Workstations: <ul style="list-style-type: none"> Each workstation or device used for LXP prerequisites must have an internet connection. Instructional Requirements: <ul style="list-style-type: none"> Instructor's workstation(s) with network connection to the PremierOne servers. Projector. Dry erase board.

PremierOne Mobile for Android and iOS Workshop	
Goal	Provide provisioning and installation instruction for PremierOne Mobile for Android and iOS platforms.
Course Materials	PremierOne Android and iOS Administration Guide. PremierOne Mobile iOS User Guide. PremierOne Mobile Android User Guide. Course Outline. LXP refresher training courses.
Location	Virtual
Duration	Up to four (4) hours in a single day
Participants	System Administrators - personnel responsible for the day-to-day management of the system.
Class Size	Maximum of six (6) attendees.
Prerequisite	LXP Prerequisite training courses: <ul style="list-style-type: none"> • PSA0099 Provisioning - Unit Status Codes - Mobile/Handheld. • PSA0120 Mobile Android User - Logging in/Logging Out. • PSA0200 Mobile Android User - Navigating the Dashboard. • PSA0201 Mobile Android User - Using Queries (Law Only). • PSA0202 Mobile Android User - Using Mapping. • PSA0203 Mobile Android User - Managing Incidents. • PSA0204 Mobile Android User - Updating and Editing Incidents. • PSA0205 Mobile Android User - Managing Incidents (Law Only). • PSA0206 Mobile Android User - Using Status Monitors. • PSA0207 Mobile Android User - Viewing the Address Book. • PSA0208 Mobile Android User - Using Messaging. • PSA0209 Mobile Android User – Settings. • PSA0119 Mobile iOS User – Logging in/Logging Out. • PSA0210 Mobile iOS User – Navigating the Dashboard. • PSA0211 Mobile iOS User – Using Queries (Law Only). • PSA0212 Mobile iOS User – Using Mapping. • PSA0213 Mobile iOS User – Managing Incidents. • PSA0214 Mobile iOS User – Updating and Editing Incidents. • PSA0215 Mobile iOS User – Managing Incidents (Law Only). • PSA0216 Mobile iOS User – Using Status Monitors. • PSA0217 Mobile iOS User – Settings.
Environment Setup	Attendee Workstations: <ul style="list-style-type: none"> • Each workstation or device used for LXP prerequisites must have an internet connection • Handheld devices need network connection to PremierOne Network

1.1.1 Instructor-Led Course Descriptions

The following tables provide detailed descriptions of training courses that will be provided as part of the system at the location indicated.

PremierOne CAD/Mobile Client Installation	
Goal	Provide selected personnel with knowledge to install PremierOne CAD and/or Mobile client software on workstations. Includes prerequisite third-party software. If the customer desires, an imaging solution can be presented.
Course Materials	PremierOne CAD Installation Guide. PremierOne Mobile Windows Client Installation Guide. PremierOne All-In-One (AIO) Installer Manual. Motorola Mobile Map Installation Guide with PremierOne Mobile. Course Outline. LXP refresher training courses.
Location	City's facility.
Duration	Up to 24 hours over three consecutive business days.
Participants	IT staff who are responsible for installing workstation software.
Class Size	Maximum of four (4) attendees
Prerequisite	Knowledge of Microsoft operating systems and basic software installation practices. LXP Required Prerequisite training courses: <ul style="list-style-type: none"> • PSA0220 PremierOne CAD Client Installation • PSA0186 PremierOne Mobile Client Installation
Environment Setup	Attendee Workstations: <ul style="list-style-type: none"> • Each attendee should have a workstation that meets the minimum hardware specifications for PremierOne CAD or Mobile software. • Workstations used for training should have connection to the PremierOne network and user credentials to install software. Instructional Requirements: <ul style="list-style-type: none"> • Instructor's workstation(s) with network connection to the PremierOne servers. • Projector. • Dry erase board.

PremierOne CAD Train-the-Trainer - Dispatchers	
Goal	Provide selected personnel with knowledge to support a comprehensive end user training program.
Course Materials	PremierOne CAD User Guide. CAD Online Help (accessible through the CAD Client). Course Outline. LXP refresher training courses.
Location	City's facility.
Duration	Up to 24 hours over three consecutive business days on-site. Approximately 6 hours of online prerequisite material.
Participants	Instructors who are responsible for the in house training of employees and for ongoing user training.
Class Size	Maximum of twelve (12) attendees.
Prerequisite	Knowledge of current CAD application and customer operations. LXP Prerequisite training courses: <ul style="list-style-type: none"> • PSA4014 End User - CAD Client Overview. • PSA4007 End User - Logging In. • PSA4009 End User - Logging Off. • PSA4012 End User - Info Panel. • PSA4010 End User - Dynamic Help. • PSA4026 End User - Function Keys. • PSA4001 End User - Keyboard Shortcuts. • PSA4017 End User - Command Line & Punctuation. • PSA4013 End User - Clearing the Work Area. • PSA4016 End User - Location Verification.
Environment Setup	Attendee Workstations: <ul style="list-style-type: none"> • Each workstation or device used for LXP prerequisites must have an internet connection. • One PremierOne CAD Workstation per attendee. Instructional Requirements: <ul style="list-style-type: none"> • Instructor's workstation(s) with network connection to the PremierOne servers. • Projector. • Dry erase board.
NOTE:	Allow two weeks from the end of train-the-trainer to the beginning of end user training to allow customer to build site-specific documentation and outline for end user classes. The Motorola Solutions Instructor will be available for remote consultation in producing documentation and outline.

PremierOne CAD End User Training	
Goal	Provide calltakers and dispatchers with the knowledge to effectively use PremierOne CAD.
Course Materials	PremierOne CAD User Guide. CAD Online Help (accessible through the CAD Client). Course Outline. LXP training courses.
Location	City's facility.
Duration	Up to 32 hours over four consecutive business days on-site. Approximately 6 hours of online prerequisite material.
Participants	Calltakers, dispatchers, supervisors and other users of the PremierOne CAD system.
Class Size	Maximum of twelve (12) attendees.
Prerequisite	Knowledge of current CAD application and customer operations. LXP Prerequisite training courses: <ul style="list-style-type: none"> • PSA4014 End User - CAD Client Overview. • PSA4007 End User - Logging In. • PSA4009 End User - Logging Off. • PSA4012 End User - Info Panel. • PSA4010 End User - Dynamic Help. • PSA4026 End User - Function Keys. • PSA4001 End User - Keyboard Shortcuts. • PSA4017 End User - Command Line & Punctuation. • PSA4013 End User - Clearing the Work Area. • PSA4016 End User - Location Verification.
Environment Setup	Attendee Workstations: <ul style="list-style-type: none"> • Each workstation or device used for LXP prerequisites must have an internet connection. Instructional Requirements: <ul style="list-style-type: none"> • Instructor's workstation(s) with network connection to the PremierOne servers. • Projector. • Dry erase board.
NOTE:	Allow two weeks from the end of train-the-trainer to the beginning of end user training to allow time to build site-specific course outlines for end user classes.

PremierOne Windows Mobile Training	
Goal	Provide selected personnel with knowledge to support a comprehensive end user training program.
Course Materials	PremierOne Mobile User Guide. Course Outline.
Location	On Demand
Duration	Six 4 hr sessions over 3 consecutive 8 hr day.
Participants	Instructors who are responsible for the in house training of employees and for ongoing user training of PremierOne Windows Mobile
Class Size	Maximum of twelve (12) attendees
Prerequisite	<p>Knowledge of current Mobile application and customer operations</p> <p>LXP Prerequisite training courses:</p> <ul style="list-style-type: none"> • PSA4043 End User - Logging On. • PSA4039 End User - Overview & Navigation. • PSA4041 End User - Mobile Sync. • PSA4047 End User - Incident & Unit History. • PSA4036 End User - Editing Capabilities and Skills. • PSA4045 End User - Monitored Agency/Areas. • PSA4223 End User - Unit Status. • PSA4224 End User - Self Dispatch. • PSA4225 End User - Stacked Incidents. • PSA4035 End User - Field Initiated Incidents. • PSA4042 End User – Queries. • PSA4046 End User - Generating Report Numbers. • PSA4040 End User - Logging Off.
Environment Setup	<p>Attendee Workstations:</p> <ul style="list-style-type: none"> • Windows Device for each attendee with applicable PremierOne Windows applications installed <p>Instructional Requirements:</p> <ul style="list-style-type: none"> • Instructor's workstation(s) with network connection to the PremierOne Server. • Projector. • Dry erase board

PremierOne Mobile for Android and iOS End User Training	
Goal	Through the LXP, provide a training program on the functionality of PremierOne Mobile iOS and Android applications.
Course Materials	PremierOne Mobile iOS or Android User Guide.
Location	On Demand.
Duration	4 Hours.
Participants	PremierOne Mobile iOS or Android Users.
Prerequisite	<p>Knowledge of customer's current Mobile application and operations.</p> <p>LXP Course Listings:</p> <ul style="list-style-type: none"> • PSA0099 Provisioning - Unit Status Codes - Mobile/Handheld. • PSA0120 Mobile Android User - Logging in/Logging Out. • PSA0200 Mobile Android User - Navigating the Dashboard. • PSA0201 Mobile Android User - Using Queries (Law Only). • PSA0202 Mobile Android User - Using Mapping. • PSA0203 Mobile Android User - Managing Incidents. • PSA0204 Mobile Android User - Updating and Editing Incidents. • PSA0205 Mobile Android User - Managing Incidents (Law Only). • PSA0206 Mobile Android User - Using Status Monitors. • PSA0207 Mobile Android User - Viewing the Address Book. • PSA0208 Mobile Android User - Using Messaging. • PSA0209 Mobile Android User – Settings. • PSA0119 Mobile iOS User – Logging in/Logging Out. • PSA0210 Mobile iOS User – Navigating the Dashboard. • PSA0211 Mobile iOS User – Using Queries (Law Only). • PSA0212 Mobile iOS User – Using Mapping. • PSA0213 Mobile iOS User – Managing Incidents. • PSA0214 Mobile iOS User – Updating and Editing Incidents. • PSA0215 Mobile iOS User – Managing Incidents (Law Only). • PSA0216 Mobile iOS User – Using Status Monitors. • PSA0217 Mobile iOS User – Settings.
Environment Setup	Each workstation or device used for LXP training must have an internet connection.

Exhibit B



Section 1

Subscription System Support

Computer Aided Dispatch and Mobile Data System Software Solution

October 3, 2025

City and County of Denver, CO

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Section 1

Covered Products, Support Options and Pricing

Term: {{Month Day, Year}}

Customer Agency	
City and County of Denver	
Address	
City, State, Zip	
Contact Name	
Telephone Number	
Email Address	
Billing Agency	
City and County of Denver	
Address	
City, State, Zip	
Contact Name	
Accounts Payable	
Telephone Number	
Email Address	

For support and updates on products below, please contact Motorola’s Public Safety Application’s Customer Support: (800) MSI-HELP (800-674-4357).

Site Identification Numbers	
Product Group	Site Identification Number
PremierOne CAD	
PremierOne Mobile	

Motorola Subscription Offer Services Include:

- Case Management 24/7
- Customer Support Plan
- Software Releases with Remote Upgrade Services
- Technical Support
- Endpoint Security
- Third-party Vendor Coordination (Motorola-provided components)

- Hardware Refresh (One included approximately 5 years post-live cut and one approximately 10 years post-live cut)
- Onsite System Administration
- Managed Detection and Response
- Summit Attendance Advanced Purchase

1.1 Motorola Support Details

1.1.1 PremierOne Subscription

Note: The Cloud Subscription(s) will be paid and invoiced separately from PremierOne Maintenance Renewal.

1.1.1.1 Third-Party Vendor Supported Products

Vendor	Description	Vendor Service Level	Full Term Fees
			\$0.00
Third-Party Vendor Supported Total			\$0.00

1.1.1.2 Third-Party Vendor Equipment List

Vendor	Description	Serial Numbers
{{Vendor}}	{{Description}}	{{Serial Numbers}}
{{Vendor}}	{{Description}}	{{Serial Numbers}}
{{Vendor}}	{{Description}}	{{Serial Numbers}}
{{Vendor}}	{{Description}}	{{Serial Numbers}}
{{Vendor}}	{{Description}}	{{Serial Numbers}}
{{Vendor}}	{{Description}}	{{Serial Numbers}}
{{Vendor}}	{{Description}}	{{Serial Numbers}}

Service		Term Fees
Third-Party Vendor Coordination		\$0.00
System Monitoring		\$0.00
Managed Detection and Response (MDR)		\$0.00
Onsite System Administration		\$0.00
HW Refresh		\$0.00
Summit		\$0.00
\$0.00		

1.1.1.3 Support Fees Summary

Product		Service Level	Term Fees
Motorola Product	xx		\$0.00
Added Motorola Product	xx		\$0.00
Multi-System Discount – x%			(\$0.00)
Multi-Year Discount – 2%			(\$0.00)
Subtotal Motorola Support			\$0.00
Vendor Product	xx		\$0.00
Added Vendor Product	xx		\$0.00
Subtotal Third Party Support			\$0.00
Optional Support Service	xx		\$0.00
Added Optional Support Service	xx		\$0.00
Subtotal Optional Support Services			\$0.00
Grand Total			\$0.00
Monthly Fees (Remove if not Applicable)			\$0.00

Section 2

PremierOne Customer Support Plan

PremierOne Subscription Offer Services and System Maintenance Support

Term: {{Month Day, Year}}

Quick Contact Matrix	
Support Center	
Toll Free Phone#	1-800-MSI-HELP (1-800-674-4357)
Email	PSACASE@Motorolasolutions.com
Motorola Portal	Customer Support Portal
Provide the following information:	MCN # Site Name, if applicable Your Name Your Call Back Number A Brief Description of the Problem Priority (Critical, High, Medium, Low)
Warranty and/or Service Agreement Information	
Customer Name:	Contract #:
Motorola Customer Number (MCN):	Products:
Account Manager	Customer Success Advocate
Name:	Name:
Mobile:	Mobile:
Email:	Email:

2.1 Escalation Plan

As a direct Motorola Customer, if you feel that your support or maintenance needs are not being met, we provide an escalation process for your request to the next Motorola department or manager.

Your initial call should always be to the first department or person on the list below. If, after making this initial contact you still have unresolved issues, please see below for escalation contact information.

Escalation Plan			
	Level 1	Level 2	Level 3
Support Center	Support Center Managers: Mark Richins – Western mark.richins@motorolasolutions.com Ashley Beek – Central ashley.beek@motorolasolutions.com Todd Conklin – North East todd.conklin@motorolasolutions.com Marcelo Cravinhos – South East marcelo.cravinhos@motorolasolutions.com	Tim Heddlesten Senior Manager, Technical Support tim.heddlesten@motorolasolutions.com	Tim Leach Head of Software Enterprise Centralized Managed and Support Operations tim.leach@motorolasolutions.com

2.2 Customer Support Plan Overview

2.2.1 Serving Our Customer's Needs

We appreciate the opportunity to provide the following support services (Support Services) pursuant to this Customer Support Plan (CSP), which has been tailored specifically for your PremierOne Solution. Our Service Delivery Team is focused on the health, system performance and reliability of the PremierOne Solution. You will work with an account manager or service contract manager who will maintain regular communications with you and will continually monitor and assess our service deliveries over the full lifecycle of the engagement. They will be your single point of contact for any questions on Motorola products or support.

Your CSP may be amended from time to time to align with industry practices and customer needs. Our goal is to build a service relationship you can trust.

2.2.2 PremierOne Support Services

Motorola Essential Support Services provides basic support delivered through a combination of centralized resources within Motorola Centralized Managed Support Operations (CMSO) Technical Services Organization (TSO) team collaborating with product development resources that are experienced in managing mission critical systems and associated technologies. The TSO operates 24/7/365, leveraging remote access to customer systems for complete resolution methods.

Open communication is the key to effective support service delivery and relationship building.

The CSP covers the customer locations in the table below.

Site ID	Product Group	Site Name
	PremierOne CAD	
	PremierOne Mobile	

2.2.2.1 Motorola CMSO and Service Desk

The Motorola Centralized Managed Support Operations (CMSO) Technical Services Operations (TSO) is the central point of contact to report PremierOne Solution incidents and submit change requests. The TSO team can be reached 24/7 to assist with your service needs via:

- Toll Free Telephone: 1-800-MSI-HELP (800-647-4357) and convey the request
- Customer Support Portal: low priority requests only
- Email: PSACASE@motorolasolutions.com (estimated 24 hour turnaround)

NOTE: Critical and high priority incidents should not be reported via email or the Customer Portal. Product and system technical resources are ready to receive and take action on requests for service.

2.2.2.2 Ticket Initiation via Toll-free Number

For any critical issues or updates, customers should contact the TSO by calling 1-800-MSI-HELP (800-647-4357).

The TSO is staffed with trained technicians who remotely access your PremierOne Solution to begin troubleshooting. For accurate reporting and ticket tracking, all PremierOne Solution issues are reported to the TSO. At a minimum, when reporting an incident using the toll-free number above, the TSO will require:

- MCN#
- Customer name (Site)
- Caller's name
- Caller's contact number (supply alternate call back number)
- Description of the problem or request
- Operational impact of the problem (Priority Level)

2.2.2.3 Case Management via Customer Support Portal

The Customer Support Portal provides customers with an interface into our Incident Management system. Customer Support Portal gives valuable system and service information whenever you need it along with complete case management details from submission to close.

Customer Support Portal provides the ability to:

- Create low priority tickets
- Obtain status updates on existing tickets

- Supply additional information on tickets 24/7
 - When updating ticket notes, please provide contact information, which includes phone number, email, etc.

Motorola does not recommend using this tool for opening Priority 1 or 2 tickets. The same guidelines apply to updating tickets with critical information. For any critical issues or updates, customers should contact the TSO by calling 1-800-MSI-HELP (800-647-4357)

2.2.2.4 Ticket Initiation via Email

An alternative customer support tool is available for PremierOne customers. Along with the toll-free phone number and Customer Support Portal, customers can request technical support by email. For many customers who use their handheld devices as a means to open tickets, email provides additional flexibility for initiating tickets.

For proper ticket management and contractual response, email ticketing is only available for priority levels 3 or 4. To process a ticket via email, the email must be formatted exactly as described below:

1. Address email to: PSACASE@motorolasolutions.com
2. Email Subject: Type "PSA Service Request" and a brief description of the system issue (this will become the ticket title)
3. Use the following template for the body of the email. Copy and paste from below, adding the accurate and specific needs of the request following the bold items listed:
 - Site ID: Site ID
 - Product Type: followed by the product family type. Choose from the following list:
 - PremierOne CAD
 - PremierOne Mobile (including Handheld or PMDC)
 - Contact First Name: first name of the person support personnel are to contact
 - Contact Last Name: last name of the person support personnel are to contact
 - Phone Number: phone number, including area code, where the contact person may be reached
 - Priority Level: indicate either priority level 3 or 4. All priority level 1 or 2 tickets must be opened via the toll-free TSO number.
 - Problem Description: a comprehensive description of the problem
4. Once the email is sent, the customer will receive an email with a ticket number for future reference. If an email response is not received, or if a priority level 1 or 2 ticket needs to be opened, please contact the toll-free TSO number.

2.3 CJIS Compliance

Motorola will maintain CJIS Security Policy control guidance to protect the Solution from intrusion, breach, corruption or security risks that fall under Motorola responsibility, dominion and control. The customer is responsible for implementing and maintaining security controls for their managed networks and infrastructure, including but not limited to compliant implementation of FIPS approved encryption,

compliance, operations and maintenance of servers, boundary protection devices, proxy server use and information flow enforcement. During the term of the Agreement, if the Solution enables direct or indirect access to FBI defined Criminal Justice Information (CJI), Motorola will comply with the most recent version of the FBI Criminal Justice Information (CJI) Security Policy. Any additional security measures desired by the customer may be available for an additional fee.

Motorola will provide the necessary information for its personnel that access customer CJI to submit to a background check based on submission of FBI fingerprint cards, complete CJIS Security Awareness Training and execute the CJIS Security Addendum. It is the customer's responsibility to determine when the background credentialing process is required by Motorola personnel.

Customer is independently responsible for due diligence as well as establishing and maintaining its own policies and procedures that ensure compliance with CJIS and other security requirements that are outside the scope of the Service provided or not within Motorola's scope of responsibility.

Customer must also establish and ensure compliance with CJIS Security Policy documentation requirements for Risk Management, Configuration Management, System Security Plan and Contingency/Disaster Recovery Plans.

Customer must also implement access control and identification and authentication policies and procedures including CJIS compliant identity management authenticators and verifiers, including password security measures, lost and stolen credentials, account disabling, account validation, media protection, log retention capacity planning and customer jurisdiction specific data retention requirements along with system and information communications and system and information integrity policy protections. Further, Customer must maintain CJIS Security Policy security and protective data privacy measures if the system is in scope and required by Motorola.

Motorola disclaims any responsibility or liability whatsoever for the security or preservation of Customer Data or Solution Data once accessed, viewed or removed from the information system by customer or its representatives. Motorola further disclaims any responsibility or liability whatsoever for customer's failure to maintain industry standard security and data privacy measures and controls, or their role in CJIS Security Policy compliance. Motorola reserves the right to terminate the Service if customer's failure to maintain or comply with CJIS Security Policy security and control measures negatively impacts the Service, Solution or Motorola own security measures.

Both parties will maintain and follow a breach response plan consistent with the standards of their respective industries to include CJIS Security Policy reporting.

2.4 Summary

Our Support Plan includes the following key services elements:

Single Point of Contact: Customer Success Advocate (CSA) who maintains close communication with you and serves as a point of escalation when service or support levels are not meeting expectations.

Systems Support Center: One place to report incidents and place requests - reported incidents are correlated with alerts received from the Network Operation Center (NOC) for reduced root cause determination.

Emergency Call Management Portal: Enhanced access to case status and resolution details.

Network Security Operations Center: Continuous monitoring and response of the Motorola PremierOne Solution as well as providing notification of critical and high security alerts.

Technical Support Center: Staffed with subject matter experts to handle escalated tickets.

2.5 Benefits to Your Agency

Maximize Performance. Increase system uptime and quality of service through fast detection of service disruptions and restoration of services.

Save Time. Take back valuable minutes and better allocate resources with proactive monitoring that helps reduce truck rolls and IT support requests.

Rely on a Trusted Support Team. Depend on our skilled team to be the first line of defense and have greater peace of mind.

Reduce Risk. Gain visibility, enhance performance and increase cybersecurity with our full suite of Network Security and Operations Center (NSOC) offerings.

Section 3

PremierOne Subscription Services Statement of Work

3.1 Overview

Motorola Solutions' (Motorola) System offering consists of the Hardware, Subscription Software and any optional services purchased by the customer. PremierOne Subscription includes service elements to sustain PremierOne systems. This document describes the services that the Customer is entitled to as part of their Subscription software and any optional System maintenance services purchased by the Customer.

PremierOne Subscription Services consist of the following service elements:

- Remote Technical Support
- Software Maintenance and Remote Upgrade
- Endpoint Security
- Hardware Repair Coordination (Motorola provided hardware)
- System Monitoring
- Managed Detection and Response (MDR)
- On-site System Administrator(For 2 years post Go-Live)

Each of these elements is summarized below and expanded upon in the Services Detailed Description. In the event of a conflict between the descriptions below and an individual subsection of the System Services Maintenance Detailed Description, the individual subsection prevails.

This Statement of Work (SOW), including all of its subsections and attachments, is an integral part of the applicable agreement (Agreement) between Motorola and the City and County of Denver (Customer).

To receive the services defined within this SOW, the Customer must keep the system within a standard support period as described in the Software Maintenance and Remote Upgrade Service of Customer's Agreement.

SUBSCRIPTION SERVICE DESCRIPTION

Remote Technical Support

Motorola CMSO provides remote consultation with technical and product development resources skilled with diagnosing and resolving PremierOne platform performance and operation issues.

Subscription Software Maintenance and Remote Upgrade Service

PremierOne system users have access to the latest software updates. Customers can schedule software releases through the customer support portal and Motorola will provide the remote services required for the upgrade.

Cybersecurity Services (Endpoint Security)

Motorola's Endpoint Security Service reduces the risk that a cybersecurity threat will impact endpoint availability, integrity, and confidentiality. The Service includes detection and protection capabilities using endpoint detection and response (EDR) technology, coupled with 24/7 security operations center (SOC) monitoring. Cybersecurity analysts with experience working on mission-critical systems, will monitor the Customer's system for signs of cybersecurity threats. Endpoint Security applies solely to the Subscription Software residing on the server.

SYSTEM MAINTENANCE SERVICES DESCRIPTION

Hardware Repair Coordination

Motorola coordinates the equipment repair of third-party infrastructure with the vendor if it is sourced from Motorola as a part of the contract. Customer supplied hardware is not covered by this service.

System Monitoring

The service includes real-time, continuous monitoring and event management of the PremierOne system, using sophisticated tools for remote monitoring and event characterization. Motorola will assess events, determine the appropriate response and initiate that response. Possible responses include remotely addressing the issue, escalation to product technical support groups and dispatch of designated field technical resources.

Managed Detection and Response (MDR)

Motorola's Managed Detection and Response (MDR) for PremierOne service provides monitoring of the PremierOne system by cybersecurity analysts with experience working with mission-critical networks. The Motorola's Security Operations Center (SOC) employs trained security professionals and is staffed 24/7. SOC analysts will coordinate with the Customer through the ActiveEye Security Platform to identify and assist the mitigation of threats to the Customer's system.

On-site System Administrator (OSA)

The Service includes a dedicated full-time resource to administer the Customer's PremierOne System. The OSA augments the Customer's team to support the performance and availability of the PremierOne system. The resource will troubleshoot, diagnose and resolve system issues.

3.2 Motorola Service Delivery Ecosystem

PremierOne Subscription Software and System maintenance services are delivered through a combination of centralized teams equipped with a service delivery platform, a customer support portal and applicable third-party vendors. These service entities will collaborate to analyze issues, diagnose root causes and resolve issues to restore the Customer's network to an operational state.

3.2.1 Centralized Managed Support Operations (CMSO)

The cornerstone of Motorola's support process is the Centralized Managed Support Operations (CMSO) organization, which includes the Service Desk and technical support teams. The CMSO is staffed 24/7 by trained personnel, including service desk specialists, security analysts and operations managers.

The Service Desk provides a single point of contact for all service related items, including communications between the Customer, Motorola and third-party subcontractors. The Service Desk processes service requests, service incidents, change requests and dispatching, and communicates with stakeholders in accordance with predefined response times.

All incoming transactions through the Service Desk are recorded, tracked and updated through the Motorola Customer Relationship Management (CRM) system. The Service Desk also documents Customer inquiries, requests, concerns, and related tickets.

3.2.2 Software Customer Service Manager

A Motorola Software Customer Service Manager (CSM) will be the key point of contact for defining and managing software services. The CSM's initial responsibility is to provide the maintenance and support service and the Customer Support Plan (CSP) in collaboration with the Customer.

Your Motorola CSM provides coordination of service resources to enhance the quality of service delivery. The CSM is responsible for overseeing the execution of your support by serving in the role of Customer champion. They serve as a point of contact for resolution and escalation, monitoring of our contractual performance, reviewing and analyzing process metrics and fostering a relationship for continuous improvement with Customers.

The CSP functions as an operating document that personalizes the services described in this document. The CSP contains Customer-specific information, such as site names, site access directions, key contact persons, incident handling instructions and escalation paths for key issues. The division of responsibilities between the Customer and Motorola are detailed in this SOW.

3.3 Customer Support and Maintenance Expectations

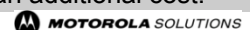
In order to deliver the services outlined in this SOW, the Customer is expected to assist Motorola with performing tasks related to administration, maintenance and support. If the Customer has opted for an OSA, the OSA will assist the Customer's trained technical resource with the mutually agreed upon administration, maintenance, and support responsibilities outlined below for your PremierOne Solution.

The Customer's trained technician's on-site presence is required when requested by Motorola during times the OSA is not on-site.

The Customer is responsible for the following:

- Provide a trained technical resource familiar with the operation of the PremierOne Solution.

Note: Motorola recommends a minimum of two individuals at the customer agency receive training. For more details regarding this training and scheduling, please contact Motorola. Training is provided at an additional cost.



- End User Training: Ensure that all end users of Motorola products are trained to perform their duties and not cause harm or upset of system functionality. Motorola can provide additional training if necessary at an additional cost.
- Administration, maintenance and support of your PremierOne Solution.
- Troubleshooting: Customer will make every effort to diagnose, triage and resolve issues. If Motorola assistance is requested, Customer will make all reasonable efforts to assist in problem resolution. This may include problem reproduction, answering questions, supplying data, etc.
- Initiate Service Request Tickets. Contact Motorola through authorized tools and processes outlined in the Motorola CSP to initiate technical support tickets.
- Assess Priority Level. Assist in assessing the urgency and impact of the issue so the correct Priority Level is assigned, as found in this SOW.
- Escalation: Contact Motorola to add information, make changes to existing technical support tickets or escalate service requests to Motorola management. Motorola CMSO contact information is provided in the CSP.
- Validate issue resolution prior to close of the ticket in a timely manner.
- Gathering Issue Logs (Server and Client): During non-business hours, supply all requested logs for problems that need to be diagnosed and resolved. In some circumstances, log automation will be implemented, however anything that is not automatically gathered, and deemed necessary by Motorola, must be furnished. Absence of requested data may lead to ticket closure. The OSA will assist with this task during normal business hours.
- Remote Access: Customer must provide remote access to requesting Motorola personnel for troubleshooting purposes. This includes, but is not limited to, VPN account access, remote hosting, PremierOne Solution domain access and access to all system elements that pertain to the operation of the PremierOne Solution and functionality.
- Monitoring: Monitor system for notifications sent by System Center Operations Manager ("SCOM") application, resolve related issues and/or contact Motorola Solutions to open a ticket for technical support assistance, which includes heartbeat notifications.
- Operating System (OS) Upgrades: Customer is responsible for any OS upgrades to the System.
- Certificate Management:
 - Acquire, Own, manage and renew the Custom Certificates needed to operate the PremierOne System, including but not limited to compliance with CJIS Security Policy.
 - Certificate Change Management: Notify Motorola prior to refreshing any Custom Certificates. Motorola Support will coordinate with the Customer to refresh the certificates in the cloud.

Note: Coordination with Motorola Support during the certificate refresh process is required to avoid an outage with the hybrid components of the PremierOne System

- Customer will contact the appropriate vendor directly for parts and hardware service not included in the Agreement. The OSA will assist Customer with this task.
- Physical Workstation Maintenance. Perform periodic reboots and ongoing performance tuning, hardware upgrades and resource optimizations as required. Inspect physical equipment for damage or wear, replace parts as per contractual agreement.
- Client maintenance. Apply upgrades such as OS patches, administrative tools and utilities.



- Maintain and upgrade software that supports infrastructure applications (i.e., Esri, etc.).
 - Perform periodic reboots and ongoing performance tuning, hardware upgrades and resource optimizations as required.
 - Upgrade and maintain antivirus software, appropriately configure and maintain exclusion list. (Refer to the latest PremierOne Solution Products Anti-Virus Exclusions List.)
 - Apply any Microsoft Critical Security patch to PremierOne Solution that fits within the security and sustainability processes of the agency. Motorola recommends agencies follow Microsoft's guidance related to the application of Critical Security patches.
- Mobile Client Maintenance: Apply upgrades such as OS patches, administrative tools and utilities.
 - Maintain and upgrade software that supports infrastructure applications (i.e., Esri, etc.).
 - Perform periodic reboots and ongoing performance tuning, hardware upgrades and resource optimizations as required.
 - Upgrade and maintain antivirus software, appropriately configure and maintain exclusion list. (Refer to the latest PremierOne Solution Products Anti-Virus Exclusions List.)
 - Configure and maintain all products relevant to mobile network connectivity (NetMotion, Verizon, VPN related products, etc.).
- Custom Reports: Build/Modify/Support all custom reports in a manner that will not adversely impact Server/Database functionality. Custom reports are the sole responsibility of the creator and not supported by Motorola.
- Third-Party Maintenance:
 - Net - Install, upgrade, configure and maintain .net framework software as per minimum requirements outlined by Motorola.
 - Server - Install, upgrade, configure and maintain all servers hosting third-party products that interface to Motorola products. See Physical Server Maintenance Section above for additional explanation.
 - SQL - Install, upgrade, configure and maintain MSSQL application. Make resource optimization changes pertaining to best practices as required by Motorola.
 - SQL Express - Install, upgrade, configure and maintain MSSQL Express application. Make resource optimization changes pertaining to best practices as required by Motorola.
 - Unembedded Third-Party Licensing - Maintain and apply all third-party licensing for products not specifically embedded within a Motorola proprietary product.
 - Customer should notify Motorola Solutions prior to making changes on their system.
- CAD Client Upgrade Installation and Testing: Test and install PremierOne Solution Software Releases. Report and supply data for any problems that are discovered with the software to Motorola for review and correction. Ensure that minimum software/hardware requirements are met.
- Mobile Client Install and Testing: Test, install and upgrade PremierOne Solution Software Releases. Report and supply data for any problems that are discovered with the software to Motorola for review and correction. The OSA can assist Customer with testing and troubleshooting.

- Ensure software is maintained based upon Section Software Maintenance and Remote Upgrade Service.
- Ensure that minimum hardware and software requirements are maintained.
- GIS Updates: PremierOne Solution Map Maintenance
 - Ensure validity and integrity of all GIS related data introduced to the system.
 - Record modifications made to GIS files, and confirm expected behavior within the PremierOne Solution.
 - Perform all server mapping updates and geoset transitions, and distribute updated map files to CAD/Mobile clients.
- Anti-Virus and Windows User Access Control (UAC): Install, configure and upgrade chosen anti-virus software. Appropriately configure the user account control settings in a manner that ensures the files are accessible for system stability and successful operation. If system instability occurs after changing any system element pertaining to UAC or AV, report changes to Motorola via ticket entry. If unexpected behavior is experienced while UAC or AV are enabled, and does not occur after disabling UAC or AV, the Customer will be responsible for diagnosing and correcting the issue.
- System Backups: Perform and confirm successful completion of daily backup operations. Ensure that all required system files and data are successfully backed up to the appropriate media. Monitor health of all backup related hardware, including but not limited to HP tape library, recovery tapes and disk drives. Maintain and upgrade backup related software, such as HP Data Protector. Prior to performing system or database upgrades, create a backup of the system and/or database to maintain a restoration point. Ensure that PremierOne Solution SSMS full and incremental database backups are completed successfully. The OSA will provide support to complete system backup.

Note: Tape Backups and HD Backups are the sole responsibility of the Customer, even if a dedicated OSA is purchased.

- Provisioning Knowledge of the System: Customer must ensure that provisioning training and knowledge has been provided to those authorized to access and/or make changes within PremierOne Provisioning Portal. Provisioning changes should be tracked. This information should be supplied to Motorola to aid in troubleshooting efforts should a problem be experienced. Motorola now provides a tool to aid in provisioning change identification, but changes should be tracked internally by the Customer as a failsafe. The CAD OSA will possess provisioning knowledge of the Customer system.
- Use of Deployment Tools (such as All-In-One (AIO) and Mobile Data Terminal (MDT) Manager): Users of the deployment tool or AIO tool must be appropriately trained, and understand its operation. Deployment packages that are no longer necessary should be purged. Customers are responsible for their client deployment. The Customer will remain responsible for deploying the package to all Customer endpoints. The OSA will assist with the build package during normal business hours.
- Customer Data Archiving: Customer is responsible for all PremierOne Solution Data Archival as per their internal requirements and needs. Adequate storage space should be maintained, and data must not be stored in a manner that adversely impacts the PremierOne Solution or component operations.

- **Data Purging:** Perform regular file archival and purge as necessary. Configure data purges compliant with government mandates and internal retention protocols. Maintain adequate storage space to ensure that retention of required data will not adversely impact Motorola Solutions Systems.
- **Database (DB) Failover:** Perform and periodically test system database failover via procedures or MSSQL tools. Engage Motorola TSO and provide supporting data for any problems discovered. The OSA will assist with this task,
- **Disaster Recovery (DR) Failover:** Perform and periodically test system disaster recovery site failover via procedures provided by Motorola. Notify Motorola of any plans to perform DR Failover with reasonable advance notice.
- **Storage Capacity Tracking and Maintenance:** Monitor, maintain and configure system data storage components in accordance with accepted standards and operational requirements as outlined by Motorola. Act on any storage related SCOM notification in accordance with the SCOM monitoring standards outlined above. The OSA will provide assistance with this task.
- **Temporary DB File Size Maintenance:** Monitor system temporary database size and available storage. Act on any related SCOM notifications in accordance with the SCOM monitoring standards outlined above. The OSA will provide assistance with this task during business hours.
- **Network Bandwidth and Stability:** Install, monitor and maintain network systems that provide stable operations and adhere to bandwidth requirements to ensure the effective operation of Motorola products and related system components.
- **Backup Power:** Install and maintain backup power source to ensure the effective operation of the PremierOne Solution System and all its components in the event of a primary power source failure.
- **Change Management:** Notify Motorola of any changes made to the PremierOne Solution, associated interfaces, related hardware, software, network or any other system element that may adversely impact operation or system functionality.
- **Maintain any and all electrical and physical environments** in accordance with the System manufacturer's specifications.
- **Permit and cooperate with Motorola** so that Motorola may periodically conduct audits of Customer's records and operations pertinent to the services, products and usage of application and database management software. If the results of any such audit indicate that price has been understated, Motorola may correct the price and immediately invoice Customer for the difference (as well as any unpaid but owing license fees).
- **If Customer replaces, upgrades or modifies equipment, or replaces, upgrades or modifies hardware or software that interfaces with the covered Products,** Motorola will have the right to adjust the price for the services to the appropriate current price for the new configuration.
- **Customer agrees not to attempt or apply any update(s), alteration(s) or change(s) to the database software without the prior approval of Motorola.**

Motorola is not liable for any loss of functionality related to any changes or updates made to the solution by Customer or third parties. We strongly recommend that Customer advises Motorola of any proposed changes or third-party integrations before undertaking same to ensure that functionality will not be adversely affected.

3.4 Subscription Services Detailed Description

Due to the interdependence between deliverables within the detailed sections, any changes to or any cancellation of any individual Section may require a scope review and price revision.

Delayed, incomplete or inaccurate Customer-provided information may have a significant impact on the project schedule and deliverables.

3.4.1 Remote Technical Support

Motorola's Remote Technical Support service provides telephone consultation for technical issues that require a high level of PremierOne network knowledge and troubleshooting capabilities. Remote Technical Support is delivered through the Motorola CMSO by a staff of technical support specialists skilled in diagnosis and swift resolution of infrastructure performance and operational issues.

Motorola applies industry standards in recording, monitoring, escalating and reporting for technical support calls from its contracted customers to provide the support needed to maintain mission-critical systems.

3.4.1.1 Description of Service

The CMSO's primary goal is Customer Issue Resolution (CIR), providing incident restoration and service request fulfillment for Motorola's currently supported infrastructure. This team of specialists is an integral part of the support and technical issue resolution process. The CMSO supports the Customer remotely using a variety of tools, including fault diagnostics tools, simulation networks and fault database search engines.

Calls indicating incidents or service requests will be logged in Motorola's CRM system, and Motorola will track the progress of each incident from initial capture to resolution. This helps ensure that technical issues are prioritized, updated, tracked and escalated as necessary, until resolution. Motorola will advise and inform Customer of incident resolution progress and tasks that require further investigation and assistance from the Customer's technical resources.

The CMSO classifies and responds to each technical support request in accordance with the defined PremierOne Priority Level Definitions and Response Times.

This service requires the Customer to provide a suitably trained technical resource that delivers maintenance and support to the Customer's system, and who is familiar with the operation of that system. Motorola provides technical consultants to support the local resource in the timely closure of infrastructure, performance and operational issues.

3.4.1.2 Scope

Motorola's primary objective is to restore your PremierOne Solution to normal operations as quickly as possible and minimize the adverse impact of service events on our Customers and their mission. This serves our primary goal of maintaining quality of service and availability. The PremierOne Solution team of specialists are available to the Customer as an integrated part of the support and technical issue resolution process.

All Customer requests for service and change requests are tracked centrally in Motorola IT Service Management (ITSM) toolset, resulting in a ticket number. All CMSO support activity that occurs after the cutover of the system into production is tracked in this system to promote consistent visibility of all activities.

All calls requiring incidents or service requests are assigned a priority in accordance with the agreed PremierOne Priority Level Definitions and Response Times. Via the ITSM, Motorola will track the progress of each ticket from initial capture to resolution. Motorola will advise and inform the Customer of the ticket progress and tasks that require further investigation and assistance from the Customer's technical resources.

3.4.1.3 Incident Reporting and Response

The CMSO Technical Support team is available via telephone 24/7 to receive and log requests to address issues with PremierOne systems. Remote Technical Support service is provided in accordance with PremierOne Priority Level Definitions and Response Times.

At a minimum, when reporting an incident using the toll-free number (800-MSI-HELP), the CMSO will require:

- Customer name (Site).
- Caller's name.
- Caller's contact number (supply alternate call back number).
- Description of the problem or request.
- Operational impact of the problem (Priority Level).

Reporting Trouble – The CMSO number is provided to all customers for PremierOne Solution issues. If the issue cannot be resolved through our remote diagnostics, then the Customer technician will be required to report on-site to assist with the troubleshooting effort.

Response Time – The amount of time expired between the time in which the issue is either (a) detected by monitoring or (b) reported to CMSO by the Customer to the time that a qualified technician is actively troubleshooting the issue.

Incident Time – The period of time during which the service or any service component suffers an Incident. Incident Time shall commence when the issue is either (a) detected by monitoring or (b) reported to the CMSO by the Customer. Incident Time shall end upon completion of the repair or restoration of the service or service component. Incident Time shall not include downtime attributable to (a) Force Majeure conditions (as defined in the applicable agreement); or (b) scheduled preventive maintenance that the Customer was notified of and consented to in advance.

3.4.1.4 Inclusions

Remote Technical Support service will be delivered for Motorola-provided equipment, including integrated third-party products.

3.4.1.5 Motorola Responsibilities

- Maintain availability of the Motorola CMSO via telephone (800-MSI-HELP) 24/7 to receive, log and classify Customer requests for support.
- Open a ticket and categorize the reported issue or request.
- Respond to and resolve incidents and technical service requests in accordance with the PremierOne Priority Level Definitions and Response Times.
- Perform analysis to assist in identifying a corrective action plan.
- Provide the caller a corrective action plan outlining additional requirements, activities or information required to achieve restoral/fulfillment.
- Maintain communication with the Customer as needed until resolution of the incident.
- Coordinate technical resolutions with agreed upon third-party vendors, as needed.
- Escalate support issues to additional Motorola technical resources, as applicable.
- Determine, in its sole discretion, when an incident requires more than the Remote Technical Support services described in this SOW and notify the Customer of an alternative course of action and any applicable fees.
- Provide regular status updates for incidents.

3.4.1.6 Limitations and Exclusions

The following activities are outside the scope of the Remote Technical Support service:

- Customer training.
- Remote Technical Support for third-party equipment or APIs not sold by Motorola or listed in Exhibit A.
- Any maintenance and/or remediation required as a result of a virus or unwanted cyber intrusion.

3.4.1.7 Customer Responsibilities

- Prior to contract commencement, provide Motorola with pre-defined information necessary to complete the CSP.
- Submit timely changes in any information supplied in the CSP to the CSM.
- Contact the CMSO Technical Support team to engage the Remote Technical Support service when needed, providing the necessary information for proper entitlement services. This information includes, but is not limited to, the name of contact, name of Customer, system ID number, site(s) in question, and a brief description of the problem that contains pertinent information for initial issue classification.
- Maintain suitably trained technical resources familiar with the operation of the Customer's system to provide field maintenance and technical maintenance services for the system.
- Supply skilled and trained on-site personnel when requested.
- Validate issue resolution in a timely manner prior to close of the incident.
- Acknowledge that incidents will be addressed in accordance with PremierOne Priority Level Definitions and Response Times.



- Cooperate with Motorola, and perform all acts that are reasonable or necessary to enable Motorola to provide Remote Technical Support.
- In the event that Motorola agrees in writing to provide supplemental Remote Technical Support to third-party elements provided by the Customer, the Customer agrees to obtain all third-party consents or licenses required to enable Motorola to provide the service.

3.4.2 Software Maintenance and Remote Upgrade Service

3.4.2.1 Description of Service

Motorola Subscription service includes remote upgrades of any Releases of Motorola's PremierOne software that may be available. Motorola will make commercially reasonable efforts to provide releases that have been analyzed, pre-tested and certified in a dedicated test lab. Software Upgrade Services are defined as the labor services required to remotely execute the planning and delivery of software releases to the Customer when and if releases of software become available for those solutions components purchased as part of the Agreement.

The customer will be responsible for initiating the PremierOne Software Upgrade request for remote support for the implementation of software upgrades. Hybrid features will be updated automatically without Motorola remote support involvement.

Note: Section 3.4.2.2 through Section 3.4.2.11 apply only to the PremierOne Software.

3.4.2.2 Scope

As system releases become available, Motorola will agree to provide Customer with the software and remote support services required to execute the software upgrade over the term of this Agreement. Customer shall have access to both Major and Minor Releases of the software as they are made available by Motorola Solutions.

A "Major Release" shall refer to any updated version of the software that may include product enhancements, improvements, defect resolutions and functionality updates. Motorola Solutions reserves the right to:

- (a) provide such functionality for on-premises equipment or via cloud-based services, and
- (b) introduce new features or enhancements that may be presented as separate, optionally purchasable items.

In instances where there is ambiguity regarding whether functionality is included in the subscription or as a separate purchase, Motorola will have the final determination provided that it treats the offering as a new offer for its customers generally.

A "Minor Release" shall encompass software updates to Major Releases that include critical defect resolutions and critical security and vulnerability patches that do not modify the software's overall structure. Defect resolutions are for critical and high-priority issues as characterized by Motorola's established priority classification guidelines. All Minor Releases are subordinate to subsequent Major or Minor Releases.

Motorola agrees to provide Minor Releases that include defect resolutions and critical security and vulnerability patches for the latest Major Release for up to two (2) years following its initial release date. At Motorola's discretion, defect resolution may only be applied to a subset of supported releases. The Customer may be required to upgrade to the latest Major Release in order to receive the resolution.

It is the responsibility of Motorola to remotely install such Releases on the Customer's on-premises server equipment as requested. The Customer shall be responsible for ensuring that all clients within their operational environment are updated with the latest Releases to maintain software functionality and compatibility. On-premises assistance during a Software Release may be optionally purchasable.

Customer's software environment must be on a Major Release no older than two (2) years from its initial release date. Should the Customer's software environment operate on a Major Release beyond this two-year period, they will be required to upgrade to a supported release version to remain eligible for the services included within this subscription, defect resolutions and security and vulnerability fixes.

3.4.2.3 Motorola Responsibilities

- Provide Major and Minor releases as necessary for the performance and maintenance of the system.
- Provide access to detailed documentation to support the application of software releases.
- Remotely install Releases on the Customer's on-premises server equipment as requested.
- Follow Customer required change management procedures prior to making any system change. This may include seeking formal approval, coordination, user notifications, etc.

3.4.2.4 Limitations and Exclusions

- On-site provisioning efforts when the upgrade is deemed by Motorola to not require any on-site presence.
- Upgrades of Operating System versions.
- Third-party upgrade services.

3.4.2.5 Customer Responsibilities

- Request regular software upgrades.
- Maintain the software environment such that it is operating on a Major Release no older than two (2) years from its initial release date.
- Update all desktop and mobile clients with the latest Releases and ensure that they are kept current.
- Maintain the minimum required hardware platform specification that is associated with the latest Software Release being applied.

3.4.2.6 Software Release Upgrade Timing and Delivery Overview

- For software upgrades, existing hardware and the existing PremierOne Solution interfaces will be re-utilized with the upgraded PremierOne Solution software.



- All upgrade activities will be coordinated and scheduled to occur at times that are mutually agreeable to the Customer and Motorola. Scheduling of upgrade events will be completed at a minimum of thirty (30) business days prior to the commencement of upgrade activities.
- PremierOne CAD update activities are not expected to require downtime. The rolling update approach is employed where one application server is taken offline, updated, then placed back online. The process is repeated until all application servers are updated, followed by the RDW server and the SCOM. While updates are taking place, the system is up and operational; however, unforeseen circumstances may result in temporary unavailability of the System.
- Customer will act as liaison with all user agencies and other outside agencies and/or organizations, if/as necessary.

3.4.2.7 Upgrade Kickoff Teleconference

In order to finalize the upgrade project schedule and procedures, the upgrade event will be initiated with an "Upgrade Kickoff Teleconference" that includes key Customer and Motorola project participants.

The objectives of this task are:

- To introduce all project participants.
- Review roles of key participants.
- Review overall upgrade scope and objectives.
- Review resource and scheduling requirements.
- Review testing methodology.
- Review and finalize the project schedule with Customer.
- Create testing plan to test PremierOne Solution upgrades
- Review testing plan and acceptance criteria.
- Review features/functions introduced in the new software release version.

Motorola Responsibilities

Motorola Project Manager will direct Motorola efforts and serve as the primary point of contact for the Customer. The responsibilities of the Motorola Project Manager include:

- Maintain project communications with the Customer's Project Manager / primary point of contact for the Customer.
- Manage the efforts of the Motorola project team and coordinate Motorola activities with the Customer's project team members.
- Coordinate and oversee the installation of all licensed Motorola PremierOne application software.
- Review and manage the scope of work for the upgrade activities.
- Review the upgrade acceptance criteria.

Customer Responsibilities

Customer will designate a Customer Project Manager who will direct Customer's efforts and serve as the primary point of contact for the Motorola Project Manager. The responsibilities of the Customer Project Manager include:

- Maintain project communications with the Motorola Project Manager.
- Identify the efforts required of Customer staff and assign appropriate resources to meet the Customer's task requirements described in this Statement of Work.
- Liaison and coordinate with other Customer agencies, other governmental agencies and the Customer's vendors, contractors and common carriers, as applicable.
- Review and mutually approve upgrade acceptance criteria.

Completion Criteria:

- This task is considered complete upon conclusion of the Upgrade Kickoff Teleconference.

3.4.2.8 Upgrade Preparation

The objective of this task is to perform the preparatory steps necessary for the PremierOne Solution software upgrade.

Motorola Responsibilities

- Perform scheduling and coordination tasks necessary to obtain required resources that will perform the upgrade of the PremierOne Solution server software.
- Confirm resource availability with Customer and reconfirm task dates.

Customer Responsibilities

- Perform backup of PremierOne Solution software and data files.

Completion Criteria:

- This task is considered complete when the Customer has completed the on-site data backup.

3.4.2.9 Non-Production Environment(s)

The objective of this series of tasks is to install the upgrade software on non-production system environment(s) and validate release functionality.

Motorola Responsibilities

- Create a non-production environment on Customer's PremierOne Solution server(s) to conduct an initial installation of the release software.
- Install the release version of software on the non-production environment.
- Verify PremierOne Solution functionality in accordance with release criteria.

- Notify Customer of availability of the non-production environment enabling Customer to perform Customer-specific testing activities.
- Assist in Customer testing as requested by Customer and verify that each PremierOne Solution subsystem component is ready to resume production operations.
- Provide Customer documentation on the client upgrade process.
- Train Customer's trainers/supervisors on new or changed features and functions introduced through the standard release of the PremierOne Solution.

Customer Responsibilities

- Observe testing on the non-production environment and acknowledge the delivery of the functionality introduced in the release.
- Conduct testing on the non-production environment and notify Motorola of any functional errors or anomalies.
- Train users on new or changed features and functions introduced through the release of the PremierOne Solution.

Completion Criteria:

- This task is considered complete when the staging environment is available for Customer testing.

3.4.2.10 Upgrade Implementation

The objective of this task is to conduct activities required to complete the upgrade of the PremierOne Solution.

Motorola Responsibilities

- Reconfigure the data volumes on each of the servers as needed.
- Convert PremierOne Solution system files and or provisioning data files as required.
- Test each interface connection to check operational use of the interface with the newly installed PremierOne Software Release version.
- Modify those interfaces affected by the installation of the Release version and modify each as needed to provide the same functionality as was provided prior to the installation of the Release version.
- Test interfaces to validate operation in accordance with the originally installed interface requirement document.

Customer Responsibilities

- Support Motorola software upgrade installation activities.
- Provide and make available (during business hours, 8:00 a.m. to 5:00 p.m.) the appropriate lines for the testing of interfaces, to include 911, WWVB, Toning, etc.
- Verify that the system is ready to resume production operations.



- Install the PremierOne Solution subsystem client on workstations

Completion Criteria:

- This task is considered complete when each PremierOne Solution subsystem component upgrade is verified by the Customer to be available to resume production operation.

3.4.2.11 PremierOne Solution Production Cutover

Upon verification that the upgraded PremierOne Solution is operational and ready to resume production use, Motorola will assist the Customer with resuming operations on the upgraded system.

Motorola Responsibilities

- Assist the Customer staff in resuming production operations on the upgraded system.
- Provide remote support the day the upgraded application has resumed production use.

Customer Responsibilities

- Schedule personnel to support the resumption of production use on the upgraded system.

3.4.2.12 PremierOne Solution Upgrade Acceptance

- The objective of this task is to verify completion of the PremierOne Solution subsystem upgrade.

Completion Criteria

- This task is considered complete upon Customer resuming productive use of each affected PremierOne Solution subsystem component.

3.4.3 Endpoint Security

Motorola will provide detection and protection capabilities using Endpoint Detection and Response (EDR) technology, coupled with 24/7 Security Operations Center (SOC) monitoring. Cybersecurity analysts with experience working on mission-critical systems will monitor the Customer's system for signs of cybersecurity threats. Endpoint Security applies solely to the Subscription Software residing on the server.

3.4.3.1 Endpoint Detection and Response

Endpoint Detection and Response (EDR) is cybersecurity protection software that detects threats on your system server. It provides threat intelligence, automated investigation and orchestrated response (i.e., isolate host, block list a file, allow list a file and remove file) actions to optimize protection of critical systems in accordance with the configuration defined at deployment.

EDR enables analysts to initiate response actions on endpoints and to respond to detection of verified malicious activity within the Customer's system. Available responses are determined by the EDR tool and Customer's security policies.

Motorola utilizes the capabilities of Palo Alto's Cortex XDR solution. Motorola reserves the right to modify the solution for the Endpoint Security Service at its discretion.

Motorola Responsibilities

- Configure and deploy the EDR service on Motorola supplied equipment and integrate Service Connector(s) necessary to monitor and interact with the EDR solution.
- Provide ports and protocols to the Customer for the EDR solution.
- Provide recommendations on endpoint security and configuration to optimize threat identification.
- When available, provide the Customer the latest applicable EDR agent updates.
- The SOC consults with the Customer on the appropriate deployment of the EDR solution.
- The SOC will open Security Cases with the Customer with recommended actions as appropriate.

Customer Responsibilities

- Deploy and maintain EDR agents to Customer supplied and managed equipment.
- Configure networking infrastructure to allow EDR agents to communicate over the internet with the cloud.
- Configure EDR solution to enable Motorola connection for event/alert collection and response actions.
- Initiate response actions on endpoints where Motorola is not authorized and/or enabled to respond via the EDR solution.
- Comply/consent with the terms of applicable licenses, privacy statements or other third-party agreements where third-party software or services are utilized or provided by/through Motorola, including applicable EDR solution provider's end user license agreements (EULAs), if any.
- Obtain any third-party consents required to enable Motorola to provide the monitoring service, if applicable.
- Maintain Endpoint Security required system bandwidth specifications as defined by Motorola.

Limitations and Exclusions

- The Service is limited to the following:
 - PremierOne System servers
- All other equipment is excluded from this Service
- Latest releases of EDR agents will be tested and certified on the current software release version. If the Customer's system is not kept in line with the current software, then Motorola will not be responsible for full effectiveness of this service. To restore full effectiveness of the service, Motorola may advise the Customer of the need to upgrade to the current software release version.

3.4.3.2 Security Operations Center Monitoring and Support

Motorola cybersecurity analysts at our SOC will use a Security Orchestration, Automation and Response (SOAR) platform. This will provide remote security threat support to the Customer and their connected networks, applications and devices on a 24/7 basis. To initiate the SOC Monitoring service to function, Motorola and the Customer must perform the support tasks and responsibilities described in the following sections.

Description of Services

Motorola delivers SOC Monitoring using one or more SOC facilities. The SOC includes any centralized hardware and software used to deliver this service. The SOC and its centralized hardware and software are housed within an SSAE-18 compliant data center.

Motorola SOC is staffed with security professionals who will monitor customer systems. In addition, SOC staff will investigate and triage detected threats, and recommend responses to the Customer.

Scope

Motorola's SOC will provide 24/7 monitoring through automated tools and review by trained security analysts. Motorola will analyze events and notify the Customer in accordance with the table Notification Procedures.

Motorola will monitor the Service in accordance with Motorola processes and procedures, as described in Section 1.13 of the PremierOne Subscription SOW for deployment of the PremierOne system.

The Customer will be able to open a support request for the SOC via a toll-free telephone number or email address. Support requests are stored in a ticketing system for accountability and reporting and will be responded to in accordance with the Endpoint Security Response Times, Notification, and Tuning.

Ongoing Service Responsibilities

Motorola Responsibilities

- If a probable security incident is detected, provide phone and email support to:
 - Engage the Customer's defined incident response process.
 - Attempt to determine the root cause and extent of compromise using existing monitoring capabilities in place as part of the service.
 - Analysis and support to help the Customer determine if the Customer's corrective actions are effective.
 - 24/7 monitoring, in parallel with analysis, to support incident response.

Customer Responsibilities

- A connection from Customer's system to Motorola's SOC and to the internet is required with an established connectivity of no less than 10Mbps per system bandwidth.
- Provide Motorola with accurate and up-to-date information, including the name, email and telephone numbers for all designated, authorized Customer escalation POC.



- Provide a network map detailing the Customer's network architecture for network(s) in scope for the Service, if applicable.
- Provide a timely response to SOC security incident tickets or investigation questions.
- Provide an established service window in which qualified IT personnel will be able to respond to major event escalations.
- Notify Motorola at least 24 hours in advance of any scheduled maintenance, network administration activity or system administration activity that would affect Motorola's ability to perform the Managed Security Operations Center Service, as described in this SOW.

Service Module Specific Security Operations Center Services

Endpoint Detection and Response

- The Motorola SOC will consult with the Customer on the deployment of the EDR solution.

Motorola Responsibilities

- When applicable, provide recommendations on endpoint security policy and configuration to optimize threat identification.
- Maintain, with input from Customer, a response plan for defined endpoint security scenarios.

Customer Responsibilities

- Initiate response actions on endpoint solutions when remote actions are not available on the EDR solution in use.

3.4.3.3 Cybersecurity Response Times, Notification and Tuning

Response Times

Priority for alert generated incident or event of interest is determined by the Security Orchestration, Automation and Response (SOAR) platform that processes multiple incoming alert feeds, automation playbooks and cybersecurity analyst knowledge.

Security Response Times

Priority	Definition	Service Coverage
Critical	<p>Security incidents that have caused or are suspected to have caused significant damage to the functionality of the Customer's PremierOne system or information stored within it. Efforts to recover from the incident may be significant.</p> <p>Examples:</p> <ul style="list-style-type: none"> ▪ Malware that is not quarantined ▪ Evidence that a monitored component has communicated with suspected malicious actors. 	Response provided 24 hours, 7 days a week, including US Public Holidays.
High	<p>Security incidents that have localized impact and may become more serious if not quickly addressed. Effort to recover from the incident may be moderate to significant.</p> <p>Examples:</p> <ul style="list-style-type: none"> ▪ Malware that is quarantined ▪ Multiple behaviors observed in the system that are consistent with known attacker techniques. 	Response provided 24 hours, 7 days a week, including US Public Holidays.
Med	<p>Security incidents that potentially indicate an attacker is performing reconnaissance or initial attempts at accessing the system. Effort to recover from the incident may be low to moderate.</p> <p>Examples include:</p> <ul style="list-style-type: none"> ▪ Suspected unauthorized attempts to log into user accounts. ▪ Suspected unauthorized changes to system configurations, such as firewalls or user accounts. ▪ Observed failures of security components. ▪ Informational events. ▪ User account creation or deletion. ▪ Privilege change for existing accounts. 	Response provided on standard business days, Monday through Friday 8 a.m. to 5 p.m. CST/CDT, excluding US Public Holidays.
Low	These are typically service requests from the Customer.	Response provided on standard business days, Monday through Friday 8 a.m. to 5 p.m. CST/CDT, excluding US Public Holidays.

Response Time Goals

Priority	Response Time
Critical	A Security Operations Center Cybersecurity Analyst will make contact with the customer technical representative within one (1) hour of the request for support being logged in the issue management system or the creation of an alert suggesting a cybersecurity incident that requires action. Continual effort will be maintained to identify the extent of the incident and provide actions for containment.
High	A Security Operations Center Cybersecurity Analyst will make contact with the customer technical representative within four (4) hours of the request for support being logged at the issue management system or the creation of an alert suggesting a cybersecurity incident that requires action. Continual effort will be maintained to identify the extent of the incident and provide actions for containment.
Med	A Security Operations Center Cybersecurity Support Engineer will make contact with the customer technical representative within the next business day of the request for support being logged at the issue management system or the creation of an alert suggesting a cybersecurity incident that requires action.
Low	A Security Operations Center Cybersecurity Support Engineer will make contact with the Customer technical representative within seven business days of the logged request for support at the issue management system.

Security Orchestration, Automation and Response (SOAR) platform

The platform used by Motorola utilizes a multi-zone architecture which can recover from failures in different data collection, enhancement, analysis and visualization tiers. Motorola will make commercially reasonable efforts to provide monthly availability of 99.9% for the SOAR Platform. Availability is subject to limited scheduled downtime for servicing and upgrades, as well as unscheduled and unanticipated downtime resulting from circumstances or events outside of Motorola's reasonable control, such as disruptions of or damage to the Customer's or a third-party's information or communications systems or equipment, telecommunication circuit availability/performance between Customer sites, any on-premises core and/or between on-premises equipment and the SOAR Platform. EDR will still offer protective security controls during periods when the SOAR platform and/or connectivity to the cloud are lost.

Notification

Motorola will establish notification procedures with the Customer, generally categorized in accordance with the following table.

Notification Procedures

Notification Procedure	Details
Routine Notification Procedure	The means, addresses, format and desired content (within the capabilities of the installed technology) for Events of Interest. These can be formatted for automated processing, e.g., by ticketing systems.
Urgent Notification Procedure	Additional, optional means and addresses for notifications of Events of Interest that require urgent notification. These usually include telephone notifications.

Motorola will notify the Customer according to the escalation and contact procedures defined by the Customer and Motorola during the implementation process.

Tuning

Motorola will assess certain events to be environmental noise, potentially addressable configuration issues in the environment or false positives. Motorola may recommend these be addressed by the Customer to preserve system and network resources.

The SOC may permanently suppress particular alerts and alarms if not necessary for actionable threat detection.

Tuning Period Exception

The tuning period is considered to be the first thirty (30) days after each service module has been confirmed, properly deployed and configured, and starts receiving data. During the Tuning period, Motorola may continue to recommend necessary tuning changes after this period, with no impact on Service Availability.

Motorola Responsibilities

- Motorola will check that the system scans are functioning. Motorola will notify the customer of any exceptions. Motorola will begin fully monitoring any properly connected, in-scope sources after the tuning period.
- Motorola will conduct initial tuning of the events and alarms in the service.

Customer Responsibilities

- The Customer must provide the required connectivity for all in-scope assets to the service and address any exceptions noted by Motorola. Failure to do so will prevent Motorola from monitoring those sources.
- The Customer must deploy tools, as applicable, in their environment, in accordance with provided requirements. The Customer must engage the SOC team in discussing the tuning approach and confirm the selected configurations.

3.4.3.4 Limitations and Exclusions

This section applies to all cybersecurity services contained in the Statement of Work. Endpoint Security does NOT include services to perform physical containment and/or remediation of confirmed security incidents, remote or onsite.

Motorola's scope of services does not include responsibilities relating to recovery of data available through the products or services, or remediation or responsibilities relating to the loss of data, ransomware, or hacking.

Motorola does not represent that it will identify, fully recognize, discover or resolve all security events or threats, system vulnerabilities, malicious codes, files or malware, indicators of compromise or internal threats or concerns.

NOTWITHSTANDING ANY PROVISION OF THE AGREEMENT TO THE CONTRARY, MOTOROLA WILL HAVE NO LIABILITY FOR (A) INTERRUPTION OR FAILURE OF CONNECTIVITY, VULNERABILITIES OR SECURITY EVENTS; (B) DISRUPTION OF OR DAMAGE TO CUSTOMER'S OR THIRD-PARTIES' SYSTEMS, EQUIPMENT OR DATA, INCLUDING DENIAL OF ACCESS TO USERS, OR SHUTDOWN OF SYSTEMS CAUSED BY INTRUSION DETECTION SOFTWARE OR HARDWARE; (C) AVAILABILITY OR ACCURACY OF ANY DATA AVAILABLE THROUGH THE SERVICES, OR INTERPRETATION, USE OR MISUSE THEREOF; (D) TRACKING AND LOCATION-BASED SERVICES; OR (E) BETA SERVICES.

Service Limitations

Cybersecurity services are inherently limited and will not guarantee that the Customer's system will be error-free or immune to security breaches as a result of any or all of the services described in this SOW. Motorola does not warrant or guarantee that this service will identify all cybersecurity incidents that occur in the Customer's system. Services and deliverables are limited by, among other things, the evolving and often malicious nature of cyber threats, conduct/attacks, as well as the complexity/disparity and evolving nature of Customer computer system environments, including supply chains, integrated software, services and devices. To the extent we do offer recommendations in connection with the services, unless otherwise stated in the statement of work, our recommendations are necessarily subjective, may or may not be correct, and may be based on our assumptions relating to the relative risks, priorities, costs and benefits that we assume apply to you.

Processing of Customer Data in the United States and/or Other Locations

Customer understands and agrees that data obtained, accessed or utilized in the performance of the services may be transmitted to, accessed, monitored and/or otherwise processed by Motorola in the United States (US) and/or other Motorola operations globally. Customer consents to and authorizes all such processing and agrees to provide, obtain or post any necessary approvals, consents or notices that may be necessary to comply with applicable law.

Customer and Third-Party Information

Customer understands and agrees that Motorola may obtain, use and/or create and use, anonymized, aggregated and/or generalized Customer Data, such as data relating to actual and potential security threats and vulnerabilities, for its lawful business purposes, including improving its services and sharing and leveraging such information for the benefit of Customer, other customers and other interested



parties. For avoidance of doubt, so long as not specifically identifying the Customer, Customer Data shall not include, and Motorola shall be free to use, share and leverage security threat intelligence and mitigation data generally, including without limitation, third-party threat vectors and IP addresses (i.e., so long as not defined as personal information under applicable law), file hash information, domain names, malware signatures and information, information obtained from third-party sources, indicators of compromise and tactics, techniques and procedures used, learned or developed in the course of providing Services, which data shall be deemed Service Use Data (i.e., Motorola data).

Third-Party Software and Service Providers, including Resale

Motorola may use, engage, license, resell, interface with or otherwise utilize the products or services of third-party processors or sub-processors and other third-party software, hardware or services providers (such as, for example, third-party endpoint detection and response providers). Such processors and sub-processors may engage additional sub-processors to process personal data and other Customer Data. Customer understands and agrees that the use of such third-party products and services, including as it relates to any processing or sub-processing of data, is subject to each respective third-party's own terms, licenses, EULAs, privacy statements, data processing agreements and/or other applicable terms. Such third-party providers and terms may include the following, if applicable, or as otherwise made available publicly, through performance, or upon request:

Cortex XDR (Palo Alto Networks)
EULA: https://www.paloaltonetworks.com/content/dam/pan/en_US/assets/pdf/legal/palo-alto-networks-end-user-license-agreement-eula.pdf
Customer Data Processing Addendum: https://www.patworks.com/content/dam/pan/en_US/assets/pdf/legal/palo_alto_networks_customer_data_processing_agreement.pdf

3.5 System Services Maintenance Detailed Description

3.5.1 Hardware Repair Coordination

Motorola will collaborate on the hardware repair of PremierOne system components that are supplied by Motorola with third-party vendors as listed on Exhibit A (Covered Products, Support Options & Pricing).

3.5.1.1 Description of Service

At Motorola's discretion, the third-party infrastructure may be sent to the original equipment manufacturer or vendor for repair.

3.5.1.2 Scope

Repair requests are assessed by the CMSO Technical Support team, which is available on a 24/7 basis. The Technical Support team will coordinate repairs with applicable third-party vendors as listed in Exhibit A (Covered Products, Support Options & Pricing).

3.5.1.3 Inclusions

This service is available on Motorola-provided infrastructure components, including integrated third-party products. The post-cancellation support period of the Motorola sourced product will be noted in the product's end-of-life (EOL) notification published by the product team.

3.5.1.4 Motorola Responsibilities

- Provide the Customer access to the CMSO, operational 24/7 to request repair service.
- CMSO will work with third-party vendors to coordinate the repair process and enable remote work for the service.
- Create a ticket with third-party vendors to initiate the repair process of faulty equipment.

3.5.1.5 Limitations and Exclusions

Motorola may return infrastructure equipment that is no longer supported by Motorola, the original equipment manufacturer, or a third-party vendor without repairing or replacing it. The following items are excluded from this service:

- All Motorola infrastructure components over the post-cancellation support period.
- All third-party infrastructure components over the post-cancellation support period.
- All broadband infrastructure components over the post-cancellation support period.
- Physical, lightning, water, or shock damaged infrastructure components.
- Third-party equipment not shipped by Motorola.
- Consumable items including, but not limited to, batteries, connectors, cables, toner or ink cartridges, tower lighting, laptop computers, monitors, keyboards and mouse.
- Video retrieval from digital in-car video equipment.
- Non-standard configurations, Customer-modified infrastructure and certain third-party infrastructure.
- Firmware or software upgrades.

3.5.1.6 Customer Responsibilities

- Contact or instruct the servicer to contact the Motorola CMSO to request the third-party repair process.
- Provide model description, model number, serial number, type of system, software and firmware version, symptom of problem, and address of site location for spare infrastructure components.
- Indicate if Motorola or third-party infrastructure components being sent in for service were subjected to physical, lightning, shock or water damage.

- Follow Motorola and third-party vendor instructions regarding including or removing firmware and software applications on infrastructure components being sent in for service.
- In the event that the Customer requires repair of equipment that is not contracted under this service at the time of request, the Customer acknowledges that charges may apply to cover shipping, labor and parts. Motorola and the Customer will collaborate to agree on a payment vehicle that most efficiently facilitates the work, commensurate with the level of urgency that is needed to complete the repair.
- Properly package and ship the malfunctioning component, at the Customer's expense. The Customer is responsible for properly packaging the malfunctioning infrastructure component to ensure it is not damaged in transit and arrives in repairable condition.
- Clearly print the return authorization number on the outside of the packaging.
- Maintain versions and configurations for software, applications and firmware to be installed on repaired equipment.
- Provide third-party vendors with proper software and firmware information to reprogram equipment after repair, unless current software has caused this malfunction.

Note - Inaccurate or incomplete information provided by Customer or other delay by Customer will result in delay of repair by the third-party vendor and may incur additional charges.

3.5.2 System Monitoring

System Monitoring provides continuous real-time fault monitoring for PremierOne system elements. Motorola uses a defined set of tools to remotely monitor the Customer's PremierOne system. When an actionable event takes place, it becomes an incident. CMSO technologists acknowledge and assess these incidents, and initiate a defined response.

3.5.2.1 Description of Service

With System Monitoring, Motorola uses a Managed Services Suite of Tools (MSST) to detect events 24/7 as they occur, analyze them and escalate them to the Technical Support Organization (TSO). Incidents will be generated automatically based on preset rules of continuous failure and correlation in the Motorola Fault management system.

The CMSO technical support agent assigns a priority level to an incident, then initiates a response in accordance with the priority definition table found in the PremierOne Priority Level Definitions and Response Times. Depending on the incident, Motorola's response may include continued monitoring for further incident development, remote remediation technical support, dispatching a field service technician, or other actions Motorola determines necessary.

To prevent duplicate incidents from being generated by the same root cause, Motorola employs an auto-triage process that groups related incidents. The auto triage process therefore automatically assigns grouped incidents to a field service technician, enabling the resolution of these incidents together if the root alarm has been addressed.

3.5.2.2 Scope

System Monitoring is available 24/7. Incidents generated by the monitoring service will be handled in accordance with the PremierOne Priority Level Definitions and Response Times. System Monitoring is a globally provided service unless limited by data export control or other applicable local and regional regulations. Timeframes are based on the Customer's local time zone.

3.5.2.3 Inclusions

System Monitoring is available for the devices listed in the table Motorola-Monitored Elements under System Monitoring Service.

3.5.2.4 Motorola Responsibilities

- Verify connectivity and event monitoring prior to system acceptance or start date.
- Monitor system continuously during hours designated in the CSP, and in accordance with Section 3.6: PremierOne Priority Level Definitions and Response Times.
- Remotely access the Customer's system to perform remote diagnosis as permitted by the Customer pursuant to Section 3.3: Customer Support and Maintenance Expectations.
- Create an incident, as necessary. Gather information to perform the following:
 - Characterize the issue.
 - Determine a plan of action.
 - Assign and track the incident to resolution.
- Cooperate with the Customer to coordinate the transition of monitoring responsibilities between Motorola and the Customer
- Maintain communication as needed with the Customer until incident resolution.
- Provide available information on incident resolution to the Customer.

3.5.2.5 Limitations and Exclusions

The following activities are outside the scope of the System Monitoring service:

- Motorola will not monitor any elements outside of the Customer's PremierOne Environment such as infrastructure provided by a third party, unless specifically stated. Monitored elements must be within the Customer's network and elements should be capable of sending alerts to the Motorola Fault Management Platform. Additional support charges above contracted service agreement fees may apply if Motorola determines that system faults were caused by the Customer making changes to critical system parameters without written agreement from Motorola.
- System installations, upgrades and expansions.
- Customer training.
- Hardware repair and/or replacement.
- Network security services.
- Information Assurance.

3.5.2.6 Customer Responsibilities

- Provide a SMTP gateway that has continuous availability. Failure in maintaining the SMTP gateway could result in interruption to the monitoring service.
- Allow Motorola continuous remote access to enable the monitoring service.
- Provide continuous utility service to any Motorola equipment installed or used at the Customer's premises to support delivery of the service. The Customer agrees to take reasonable due care to secure the Motorola equipment from theft or damage while on the Customer's premises.
- Provide Motorola with information necessary to complete a CSP, including:
 - Incident notification preferences as applicable.
 - Repair verification preference as applicable.
 - Database and escalation procedure forms.
- Submit timely changes in any information supplied to Motorola and included in the CSP to the Customer Success Manager(s), as applicable.
- Modifications to the recipients of alerts within the Customer organization should be provided to Motorola, as applicable.
- Notify the CMSO TSO Team prior to Customer performing any activity that impacts the system. Activity that impacts the system may include, but is not limited to: installing software or hardware upgrades, performing upgrades to the network, renaming elements or devices within the network and taking down part of the system to perform maintenance.
- Send system configuration change requests through the Customer Success Manager or Deployment Resource to the CMSO Team. The OSA will assist with this task during normal business hours.
- Allow Motorola's on-site field service technician, if assigned as a part of service contract and is designated in the CSP, access to equipment, including any connectivity or monitoring equipment, if remote service is not possible.
- Allow Motorola's on-site field service technician, if assigned as a part of service contract to, remove Motorola-owned monitoring equipment upon cancellation of service.
- Provide Motorola with all Customer-managed passwords required to access the Customer's system upon request (if applicable) when opening a request for service support or when needed to enable response to a technical issue.
- Pay additional support charges above the contracted service agreements that may apply if it is determined that system faults were caused by the Customer making changes to critical system parameters without written agreement from Motorola.
- Cooperate with Motorola and perform reasonable or necessary acts to enable Motorola to provide these services.
- Acknowledge that incidents will be handled in accordance with the PremierOne Priority Level Definitions and Response Times.

Motorola-Monitored Elements under System Monitoring Service

Monitored Elements		
PremierOne Server Software	Database Server	Monitoring Server
CPU Loading	Disk space / capacity	

3.5.3 Managed Detection and Response (MDR)

Managed Detection and Response (MDR) for PremierOne service provides monitoring of Customer’s system for signs of cybersecurity threats by Cybersecurity analysts, trained to work on Motorola’s mission-critical systems.

The below sections describe the deliverables of the service, its technologies, and service obligations. The Included Services section provides the quantities specifically contracted.

3.5.3.1 Description of Service

ActiveEye Security Operations Center

MDR for PremierOne service is performed by Motorola’s Security Operations Center (SOC) using specialized monitoring elements. The SOC’s trained cybersecurity analysts monitor for alerts 24x7x365. If an event that may represent a threat is detected, analysts will investigate and initiate an appropriate Customer engagement. Customer engagements may include, but are not limited to, requesting additional information from the Customer, continuing to monitor the event for further development, or informing the Customer to enact the Customer’s documented Incident Response plan.

SOC analysts rely on monitoring elements to detect signs of a potential threat impacting the Customer’s system. The following section describes these elements.

ActiveEye Security Platform

Motorola’s ActiveEye security platform collects and analyzes security event streams from software sensors in the Customer’s PremierOne system, using security orchestration and advanced analytics to identify the most important security events from applicable systems.

The platform automates manual investigation tasks, verifies activity with external threat intelligence sources, and learns what events will require rapid response action, with the goal of reducing time to resolution and containment of any security event.

The Customer will receive access to the ActiveEye platform as part of this service. ActiveEye will serve as a single interface to display system security information. Using ActiveEye, the Customer will be able to configure alerts and notifications, review security data, and perform security investigations.

3.5.3.2 Service Prerequisites

ActiveEye Remote Security Sensor

A prerequisite for the service delivery is that the AERSS hardware has been deployed into the PremierOne system. The following are the minimum environmental requirements and specifications the Customer must provide to prepare for the AERSS deployment. Once the following requirements are met, Motorola will proceed to deploy the AERSS into the PremierOne system.

Specification	Requirement
Rack Space	1U
Power Consumption (Max)	550 Watts (Redundant Power Supply)
Power Input	100-240V AC
Current	3.7 A – 7.4 A
Circuit Breaker	Qty. 2
Line Cord	NEMA 5-15P
Heat Dissipation (Max)	2107 BTU/hr.
Internet Service Bandwidth	Minimum of 10 Mbps per system

3.5.3.3 Deployment Timeline and Milestones

To begin the service, Motorola authorized Endpoint Detection and Response software must be installed, configured and commissioned. Motorola and the Customer will collaborate in order for the following deployment tasks to be completed.

Phase 1: Information Exchange

After contract execution, Motorola will schedule a service kick-off meeting with the Customer and provide information-gathering documents. This kick-off meeting is conducted remotely at the earliest, mutually available opportunity. The Customer is to identify and ensure participation of key team members in kickoff and project initiation activities. This kickoff meeting will constitute the beginning of service.

Phase 2: Infrastructure Readiness

Motorola, if required, will provide detailed requirements regarding Customer infrastructure preparation actions after the kick-off meeting. It is the Customer or system maintainer's responsibility to accomplish all infrastructure preparations agreed to in the infrastructure readiness phase.

Phase 3: System Buildout and Deployment

Motorola will build and provision tools in accordance with the requirements of this proposal and consistent with information gathered in earlier phases. Motorola, if required, will also provide detailed requirements regarding Customer deployment actions.

Phase 4: Monitoring Configuration

Motorola will verify in-scope assets are forwarding logs or events. Motorola will notify the Customer of any exceptions. Motorola will begin fully monitoring any properly connected in-scope sources after the initial tuning period. The tuning period is considered to be the first thirty (30) days after each service module has been confirmed, properly deployed and configured, and starts receiving data.

Phase 5: Tuning/Report Setup

Tuning for the clients covered under the Managed Detection and Response service will abide by Section 3.4.3.3.4 Tuning.

3.5.3.4 Motorola Responsibilities

- Following contract execution and purchase of required hardware by the Customer, provide software required to monitor PremierOne system elements.
- Install AERSS hardware with support from the Customer, as necessary
- Train the Customer to install and deploy EDR agents. Motorola will demonstrate on up to five (5) Customer clients. Customer will install and deploy the remainder of their in scope clients.
- When necessary, repair AERSS hardware when supported under warranty.
- Coordinate with the Customer to maintain authentication credentials where necessary.
- Coordinate with the Customer on any system changes necessary to integrate the AERSS and Endpoint Detection and Response software agents into the system and establish necessary connectivity.
- Monitor the PremierOne system 24x7x365 for malicious or unusual activity using trained and accredited technicians.
- Respond to cybersecurity incidents in the Customer's system in accordance with the Priority Level Definitions and Response Times section.
- Work with the Customer so that devices within the system that support logging have been configured for Syslog and forward events to the AERSS.

3.5.3.5 Customer Responsibilities

- A connection from the Customer's PremierOne system to Motorola's SOC and to the internet is required with an established connectivity of no less than 10Mbps per system bandwidth.
- Provide Motorola with the access required to install the AERSS Server.
- Deploy and install EDR agents on the remainder of the Customer's in scope clients after Motorola has trained the Customer.
- Allow Motorola continuous remote access to monitor the system. This includes keeping the connection active, providing passwords, and working with Motorola to understand and maintain privileges.
- Provide utility services to Motorola equipment installed or used at the Customer's premises to support delivery of this service.
- Provide Motorola with physical access to service equipment when required.



- Comply with the terms of the applicable license agreements between Customer and the non-Motorola software copyright owners.
- Cooperate with Motorola and perform all acts that are reasonable or necessary to enable Motorola to provide the services described in this SOW.

3.5.3.6 Service Modules

Log Collection / Analytics

The AERSS deployed in the system collects logs and other security information from applicable servers, workstations, switches, routers, and firewalls. This information is forwarded to the ActiveEye platform, which uses advanced analytics to identify signs of cybersecurity incidents.

Motorola Responsibilities

- Consult with and advise the Customer on performing necessary system configurations to direct log sources to ActiveEye or the appropriate Remote Security Sensor.
- Configure networking infrastructure to allow ActiveEye Remote Security Sensor to communicate with ActiveEye as defined.
- Configure log sources to be forwarded to ActiveEye.

Network Detection

ActiveEye Network Detection deploys an Intrusion Detection System (IDS) within the Customer's network to perform real time signature and anomaly detection. The IDS analyzes traffic for signs of malicious activity in real time. In addition, the IDS performs packet level and flow level analysis, enabling network communications modeling. This information is used to identify anomalous behavior that is not captured by pre-defined traffic signatures, including activity over encrypted connections.

ActiveEye enables security teams to automate the investigation of network alerts and view this activity in the context of other user activity.

Motorola Responsibilities

- Work with the Customer or system maintainer to integrate ActiveEye Remote Security Sensors containing the IDS into the Customer's system.

Customer Responsibilities

- Configure networking infrastructure to allow ActiveEye Remote Security Sensor to communicate with ActiveEye as defined.
- Configure and maintain networking infrastructure physical and logical configuration to mirror (typically via a monitor port on a switch) network traffic to the ActiveEye sensor.

Endpoint Detection and Response

Endpoint Detection and Response within the MDR Service expands the EDR coverage referenced in Section 3.4.3.1 Endpoint Detection and Response to in scope PremierOne clients.

External Vulnerability Scanning

External Vulnerability Scanning is provided for the PremierOne internet-facing, external network interfaces. The scan is enabled from an internet cloud hosted service outside the PremierOne network. Discovery and vulnerability scans will be run monthly or on a less frequent schedule defined with the Customer. Reports will be provided on a quarterly basis.

The initial scan results will be discussed with the Customer during service onboarding. Subsequent scans will be reviewed by a cybersecurity analyst. If any new findings of interest are surfaced, a ticket will be created to communicate these findings with the customer defined contacts.

Prior to enabling this service module, an External Vulnerability Scanning Authorization Form must be completed. The authorization form provides Motorola the following:

- Information on Customer assets authorized for scans such as IP addresses and/or domain names of the internet-facing, external assets to be scanned.
- Lists names of Customer points of contact for receipt of scan reports.
- Confirms Customer's understanding and acknowledgement of its responsibilities for updating information on Customer assets subject to vulnerability scans, and using, and securing scan reports.

Motorola Responsibilities

- Configure scans to match the Customer's preferences for external scope and schedule.
- Verify vulnerability scans are operating correctly on the agreed schedule.
- Support the Customer in troubleshooting scheduled scan issues.
- Collate and analyze the datasets generated.
- Create ticket notifications for new findings of interest.

Customer Responsibilities

- Prior to implementation, the Customer must complete an External Vulnerability Scanning Form. If the information required by the authorization form is not provided initially or is not current at any time during the term, Motorola will suspend scans until it is reasonably satisfied that it has been provided with the most current information.
- Work with Motorola to configure scans to match the Customer's preferences for external scope and schedule.
- Perform any remediation actions required to address identified vulnerabilities.

3.5.3.7 Security Operations Center Monitoring and Support

Security Operations Center (SOC) Support within the MDR Service expands the coverage referenced in Section 3.4.3.2 to in scope PremierOne clients.

3.5.3.8 Incident Response

An Indicator of Compromise (IoC) is an observable event that Motorola Security Analysts have determined will jeopardize the confidentiality, integrity, or availability of the system. Examples of IoC include ransomware or malicious use of PowerShell.

When an IoC is observed, the Motorola Security Operations team will engage with the customer to investigate the issue, determine the extent of the compromise and contain the activity to the extent possible with the Motorola security controls deployed within the environment. This expert guidance is available upon contract signature and extends through MDR infrastructure deployment phases and the term of the contract.

When an IoC is observed by the Security Analyst, Motorola and Customer will be responsible for the tasks defined in the following subsections.

Motorola Responsibilities

- Upon the identification of an IoC, notify the Customer's documented contact and initiate the escalation plan.
- Take documented, Customer approved actions in an attempt to contain an IoC to the extent enabled via Motorola managed technology. Communicate to the Customer any additional potential containment actions and Incident Response resources that can be taken across the Customer's managed IT infrastructure.
- Perform investigation using the ActiveEye MDR integrated and enabled data sources in an initial attempt to determine the extent of an IoC.
- Document and share IoC and artifacts discovered during investigation. Motorola services exclude performing on-site data collection or official forensic capture activities on physical devices.

Customer Responsibilities

- Maintain one named Point of Contact (PoC) to coordinate regular team discussions and organize data collection and capture across the Customer and Motorola teams.
- If determined to be required by Customer, contract an Incident Response service provider to perform procedures beyond the scope of this Agreement such as forensic data capture, additional malware removal, system recovery, ransomware payment negotiation, law enforcement engagement, insurance provider communications, identify patient zero, etc.

3.5.3.9 Event Response and Notification

Motorola will analyze events created and/or aggregated by the Service, assess their type, and notify the Customer in accordance with the following table.

Event Handling

Event Type	Details	Notification Requirement
False Positive or Benign	Any events determined by Motorola to not likely have a negative security impact on the organization.	None

Event Type	Details	Notification Requirement
Event of Interest (EOI)	Any events determined by Motorola to likely have a negative security impact on the organization.	Escalate to Customer in accordance with routine notification procedure. Escalate in accordance with urgent notification procedure when required by agreed-upon thresholds and SOC analysis. Notification procedures are included in Section 3.4.3.3.3.

Notification

Notification procedures align to Section 3.4.3.3.3 Notification.

3.5.3.10 Cybersecurity (MDR) Priority Level Definitions and Response Times

Priority Level Definitions within the MDR Service expands the coverage referenced in Section 3.4.3.2 to in scope PremierOne clients.

ActiveEye Platform Availability

The platform utilizes a multi-zone architecture which can recover from failures in different data collection, enhancement, analysis, and visualization tiers. Motorola will make commercially reasonable efforts to provide monthly availability of 99.9% for the ActiveEye Platform services. Service availability is subject to limited scheduled downtime for servicing and upgrades, as well as unscheduled and unanticipated downtime resulting from circumstances or events outside of Motorola's reasonable control, such as disruptions of, or damage, to the Customer's or a third-party's information or communications systems or equipment, telecommunication circuit availability/performance between Customer sites, any on-premises core and/or between on-premises equipment and the ActiveEye Platform.

ActiveEye Remote Security Sensor

One or more AERSS may be deployed as part of the MDR solution. The AERSS is configured with multiple local redundancy features such as hot-swap hard disk drives in a redundant drive array configuration and dual redundant power supplies.

The AERSS and all components of ActiveEye are monitored by a dedicated Site Reliability Engineering team. In cases of hardware failure of the AERSS, Motorola will provide, subject to active service subscriptions in the Customer contract, onsite services to repair the AERSS and restore service. AERSS operation and outage troubleshooting requires network connection to the ActiveEye Platform, which may be impacted by customer configuration changes, telecommunications connectivity, and/or customer network issues/outages.

3.5.3.11 Included Services

Site Information

The services are based on the following deployment type:

Site Information	
Number of System Deployments	
Type of System Deployment	
Number of Seats	

Services Included

The ActiveEye service modules included in our proposal are viewable in the Subscribed column below. The Network Environment column designates the location of each module:

Service Module	Capabilities Included
ActiveEye Remote Security Sensor (AERSS)	Number of sensors: {{X}}
Log Collection / Analytics	Standard features described in Section 3.5.3.6.1
Network Detection	1 Gbps monitored across all sensors
Endpoint Detection and Response	Number of licenses: {{X}}

3.5.3.12 Limitations and Exclusions

All Cybersecurity services within this statement of work align to Section 3.4.3.4 Limitations and Exclusions.

3.5.4 On-site System Administrator (For two (2) years after Go-Live)

Motorola CMSO Software Enterprise Support provides 24-hour availability to respond to service requests. Customers request technical assistance through the CMSO based on the level of service and entitlement as outlined in the contract. In addition to remote telephone support, pursuant to this Agreement, Motorola will provide a dedicated On-site System Administrator (OSA) during business hours.

3.5.4.1 Description of Service

Motorola’s OSA offer provides a dedicated resource who is responsible for delivering Technical Services as herein defined. The resource will be available to the Customer, on-site if preferred by the Customer, based on predefined business hours as set forth in this SOW.

The dedicated OSA will receive the reasonably necessary training to accomplish the tasks outlined in this document. The dedicated OSA, with Customer's guidance, will develop an understanding of the assigned agency's specific environment, Customer-specific requirements and configurations. The OSA will act as the interface between Motorola CMSO technical support teams to achieve the goals outlined by their respectively assigned Customer. The resource will be equipped to perform diagnostic assistance and provide preliminary problem evaluation, and will possess the expertise reasonably necessary to facilitate repair on all contractually covered items negotiated in the Scope.

3.5.4.2 Scope

The OSA service provides dedicated support full-time, Monday through Friday during normal (local) business hours, defined below. On-site support shall not exceed 8 hours per day. This provision may vary by mutual agreement between Motorola and the Customer. Any such variance will necessitate a separately agreed upon addenda.

Note - The Motorola OSA will provide full-time support except for Motorola holidays, paid time off (PTO) benefits, sick leave and training events as outlined in the Resource Training and the OSA Placement, Terms and Conditions Sections below throughout the term of this Agreement. Each day shall be defined as normal business hours M-F 8:00 a.m. to 5:00 p.m. and shall not exceed 8 hours per day. This provision may vary by mutual agreement between Motorola and the Customer. Any such variance will necessitate a separately attached addendum.

3.5.4.3 Motorola Responsibilities

- Diagnose, triage, gather logs and coordinate with Motorola Technical Support, Motorola engineering teams, and contractually agreed upon third-party vendors to resolve reported system incidents/problems.
- Monitor system(s) to determine any negative performance impacts, and engage appropriate resources when necessary.
- Work with Customer staff to identify and resolve reported system incidents/problems.
- Oversee and escalate (when necessary) reported incidents/problems through full resolution.
- Coordinate with Motorola and/or Customer Project Management as applicable.
- Understand system dependencies and related connections.
- Work with P1 Support SME and Management to provide Root Cause Analysis (RCA) documentation after resolution of any Priority 1 system outage.
- Assist in the development of internal documentation pertaining to system configuration, administration and troubleshooting.
- Follow Customer and Motorola required change management procedures for any system changes on the Production environment. This may include seeking formal approval, coordination, user notifications, etc.
- Provide ticket activity reports to Customer. Work cohesively with Customer to identify and prioritize issues of greatest concern.

3.5.4.4 Infrastructure Related Responsibilities:

- Perform periodic system maintenance and software patching, in accordance with Motorola supplied guidelines, on physical and virtual servers covered within the scope of the Maintenance and Service Agreement.
- Assist with applying Microsoft Critical Security patches to their PremierOne Solution.
- Maintain and upgrade software that supports infrastructure applications. Perform periodic reboots and ongoing performance tuning and resource optimizations as required.
- Run diagnostics using approved Motorola tools.
- Provide system performance reporting using approved Motorola tools when requested.
- Assist with contractually covered database system back-ups.

Note: Tape Backups and HD Backups are the sole responsibility of the Customer, even if a dedicated OSA is purchased.

- Monitor and work with Customer to implement Motorola Solutions Technical Notification (MTN) vulnerability resolution and repair procedures.
- Perform system health checks and work with P1 Support Subject Matter Experts (SME) to remedy any anomalies or concerns.
- Provide incident/problem information to track reported issues and progress towards resolution.
- Follow Customer required change management procedures prior to making any system change. This may include seeking formal approval, coordination, user notifications, etc.
- As applicable, engage Motorola's third-party vendors to provide contracted services in connection with issues causing a system failure. This may include some instances involving third-party vendor on-site support as well as coordination of third-party upgrade services when applicable.
- In tickets where the resource has responded to system failure or critical issues, verify with Customer that restoration is complete and/or System is functional.

3.5.4.5 Limitations and Exclusions

The OSA will be on-site during normal business hours, not to exceed more than 40 hours per week. Any extended hours will be mutually agreed upon between Motorola and Customer, following local and state labor laws. Any extended hours may be subject to additional fees.

3.5.4.6 Customer Responsibilities

- Upon report of any incident/problem, provide pertinent and specific details of the issue, as well as information regarding actions already taken.
- Allow the dedicated Motorola OSA full and free access to equipment, including any connectivity/monitoring equipment, necessary to deliver the services outlined in this statement of work.
- Provide all information pertaining to external hardware and software that covered products interface with to enable the resource to perform their obligations under this Agreement.



- If an incident occurs outside of the OSA's scheduled work shift, report all active incidents or technical requests of any severity to the CMSO Technical Support Organization at 800-MSI-HELP to obtain a case number. Provide the case number to OSA.
- Allow Motorola continuous remote access to obtain system availability and performance data.
- Notify OSA and Motorola Technical Support when performing any activity that impacts the system. (This may include but is not limited to installing software or hardware upgrades, performing network maintenance or upgrades, disabling system peripherals to perform maintenance, etc.).
- Maintain and store all relevant software and system backups in an easily accessible location. Motorola recommends that at least one back-up file is stored in an off-site location.
- Assist with troubleshooting efforts and restoration attempts for cases in which the OSA has identified and is responding to a system failure.
- Validate issue resolution in a timely manner, prior to closure of the incident/problem.
- Adhere to all other applicable guidelines referenced in the separate Motorola CSP.
- Assist in Customer-specific knowledge development for the OSA.
- Provide OSA with a safe environment.
 - Customer will ensure that (a) all Sites are safe and secure, (b) Site conditions meet all applicable industry and legal standards (including standards promulgated by OSHA or other governmental or regulatory bodies), (c) to the extent applicable, Sites have adequate physical space, air conditioning, and other environmental conditions, electrical power outlets, distribution, equipment, connections and telephone or other communication lines (including modem access and interfacing networking capabilities), and (d) sites are suitable for the installation, use and maintenance of the Products and Services. Customer is responsible for providing a safe working environment while a Motorola employee is performing services. If Motorola or Customer identifies any deficiencies or non-conformities at the site, Customer will promptly remediate such issues or Motorola reserves the right to terminate the Onsite Administrator Service.

3.5.4.7 Resource Training

In order to maintain and expand product and technical knowledge as our technologies and customer environments evolve, the OSA will be required to attend up to 120 hours of annual training. Some training may be available on a remote basis, but other training will require the Resource travel to a remote site to complete training. Potential travel time is not included in the estimated 120 hours of annual training. On-going training is designed to enhance and expand the Resources knowledge and capabilities in an effort to continuously improve the services provided. Motorola will provide adequate advanced notice, generally 30 days, of any training requirements for the OSA.

3.5.4.8 OSA Placement, Terms and Conditions

The below terms and conditions are in addition to and form an integral part of Customer's Agreement:

- Motorola will make a good faith effort to secure a qualified local resource for the duration of the agreement. If Customer objects in good faith to a proposed OSA assignment, the Parties shall attempt to resolve Customer's concerns on a mutually agreeable basis.



- Customer may request Motorola remove and replace an OSA for any valid performance or business reason, provided that Customer does not request the removal of any such person for reasons prohibited by law, and further provided that reasonable notice (which may be immediate, depending on the circumstances surrounding the removal) is given.
-

Section 4

Hardware Refresh Services Statement of Work

4.1 General Information

This document describes the scope of work for providing PremierOne system hardware refresh and to upgrade the Customer to the latest generally available release of PremierOne application software at the time of the hardware implementation, hereinafter referred to as Hardware Refresh.

The new system equipment will be installed at the primary site where it will be tested and made available to the Customer for additional user testing and training. Upon acknowledgement that testing and training has been successfully completed, users will transition to the upgraded production system.

Per the terms of the Agreement, Motorola will perform services described in this Statement of Work to upgrade the system hardware one time during terms of this agreement.

Nothing in this Statement of Work is meant to supersede, replace or amend the terms and conditions stated in the Motorola Inc. Contract or Maintenance and Support agreement.

4.1.1 Upgrade Considerations

The scope of work described herein is based on the following considerations:

- All parties recognize that the SOW is not necessarily formatted chronologically with contractual obligations defaulting to the project schedule.
- Only those interfaces covered under the terms of the contract will be validated and or modified to provide operational use with the hardware refresh and upgraded PremierOne System software. Supported interface functionality is that which is described in the original interface specification document (ISD).
- Prior to cutover, there may be periods of time during which interface functionality will not be available for production operations while testing is conducted with the new hardware.
- If the upgraded software version supports enhanced interface functionality that is desired but not supported by the original interface, such enhanced functionality shall not be available unless specifically included in the scope described herein.
- CAD user interface (UI) customization will be replicated from the current CAD UI.
- Customer should be prepared to go to a “manual” mode during the periods of time when operations are moving from the existing system to the upgraded system.
- SQL upgrades are not included.

4.1.2 Kickoff Teleconference

In order to finalize the project schedules and procedures, the hardware refresh event will be initiated with a kickoff teleconference that includes key Customer and Motorola project participants.

- 2 The objectives of this task are to:
- To introduce all project participants.
 - Review roles of key participants.
 - Review overall upgrade scope and objectives.
 - Review the list of equipment
 - Review the list of interfaces.
 - Discuss client upgrade procedures and coordination.
 - Review resource and scheduling requirements.
 - Review and finalize project schedule with Customer.
 - Review operational readiness and resumption of use criteria.

Motorola Responsibilities

- Assign a Project Manager that will direct Motorola's efforts and serve as the primary point of contact for the Customer.
- Schedule and facilitate the kickoff teleconference.
- Discuss GIS requirements, if applicable.
- Maintain project communications with the Customer's project manager.
- Manage the efforts of Motorola project team and coordinate Motorola activities with the Customer's project team members.
- Coordinate and oversee the installation of hardware and all licensed Motorola application software.
- Deliver product release documentation.

Customer Responsibilities

- Designate a project manager who will direct Customer's efforts and serve as the primary point of contact for the Motorola Project Manager.
- Provide input to the final project schedule dates.
- Identify the efforts required of Customer staff and assign appropriate resources to meet the Customer's task requirements described in this Statement of Work.
- Liaison and coordinate with other partner agencies, other governmental agencies and the Customer's vendors, contractors and common carriers, as applicable.
- Provide all network infrastructures. Motorola makes no provision for cabling or capital improvements to the installation environment and power consumption considerations that may be required to support the PremierOne solution.
- Maintain responsibility for connectivity to all external systems.
- In the event modifications to third-party systems to which PremierOne interfaces are required to maintain or enhance interface functionality, Customer is responsible for engaging and/or contracting with the third party and any associated costs associated to effect such changes.

- Act as liaison with all user agencies and other outside agencies, organizations and third-party vendors, if/as necessary.

Completion Criteria

This task is considered complete upon conclusion of the Upgrade Kickoff Teleconference.

4.1.3 PremierOne Hardware Refresh

Motorola Responsibilities

- Order hardware and software.
- Stage system at Motorola facility.
- Integrate and configure server and hardware components.
- Backup and restore production database from existing system.
- Ship system to Customer site.
- Travel to perform installation tasks.
- Configure interface connections, depending on connections Customer makes available.
- Remotely review new features and functions.
- Remotely conduct provisioning and functionality upgrade training.
- Provide remote support for up to ten (10) business days while Customer tests system.

Customer Responsibilities

- Provide and make available (during business hours, 8:00 a.m. to 5:00 p.m.) remote connectivity and access to third-party systems for initial testing of environment.
- Perform testing on System (up to 10 business days).
- Train users on new or changed features and functions.
- The Customer will ensure all firmware and BIOS on all customer provided hardware are at a currently supported level or the Customer may elect to contract with Motorola for the services to perform such updates.

4.1.4 Cutover To Production System

Motorola Responsibilities

- Assist Customer in developing cut-over plan to include plan for CAD and Mobile client updates.
- Perform final backup and transfer of CAD database to new system.
- Test system and subsystem interfaces with production connections to validate operation in accordance with the original ISDs.
- Verify system readiness for Go-Live.
- Support the transition of production operations to the upgraded system. Support will be provided on the day of the upgrade and during business hours for two days following the upgrade.

Customer Responsibilities

- Provide and make available (during business hours, 8:00 a.m. to 5:00 p.m.) the appropriate lines for production testing of interfaces.



- Acknowledge system readiness for production cutover.
- Execute the plan to install upgraded client software on CAD workstations and mobile devices.
- Facilitate the transition of production operations to the upgraded primary system.

Completion Criteria

This task is considered complete when the production operations have transitioned to the upgraded primary PremierOne system.

4.1.5 Pre-Paid Tickets to Summit User Conference

This document outlines details and policies for using pre-paid tickets to attend the event. The number of pre-paid tickets the Customer is entitled to is defined in Section 1, Covered Products, Support Options and Pricing. Motorola applies the fees paid by the customer as part of their maintenance agreement to cover all reasonable, business-related expenses for that customer to attend the conference

Please contact software.summit@motorolasolutions.com if you have any questions about Summit pre-paid tickets or this policy.

4.1.5.1 Summit Overview

Summit is Motorola's largest annual gathering of public safety customers. Attendees convene for in-depth classes, hands-on training, product vision, networking and feedback sessions. Summit offers hundreds of hours of educational courses designed for every customer role, including technical administrators, call takers, dispatchers, analysts, patrol and command staff.

Standard Attendance includes accommodations for the regular conference days. Any offer for pre-training outside of the standard conference days is not included in this offer. Customers who wish to attend pre-conference training may do so at their own lodging and food expense. Adjustment to travel dates and times to attend pre-conference training is allowed.

4.1.5.2 Types of Pre-Paid Tickets

Customer has elected the Pre-Paid Travel Package, which includes the conference registration fee; hotel; either choice of airfare with airport transportation OR car rental; and additional meals not included by the conference.

4.1.5.3 Redemption of Pre-Paid Tickets

Registration for Summit opens approximately 4-5 months prior to the event. Customers should work with their Customer Success Advocates to make sure that agency personnel receive the regularly emailed invitations to register. Attendees choosing to register using pre-paid tickets should select the Pre-Paid Registration Only or Pre-Paid Travel Package registration option.

Both pre-paid registration options will go through a hold process while funds are verified. Once funds are confirmed, the attendee's conference registration will be completed. Attendees who are redeeming a Pre-Paid Travel Package ticket will then receive instructions to complete their travel arrangements.

Once available pre-paid tickets are depleted, customer agencies can send additional attendees at the regular conference rate and should register using the Standard Registration option.



4.1.5.4 Assumption of Agency Permission

When customers begin their registration and select either pre-paid ticket option, they will be cautioned that they are about to exercise an option that will reduce the applicable pre-paid tickets from their agency's available balance. It is the agency's responsibility to ensure that only authorized attendees select this option.

4.1.5.5 Pre-Paid Travel Details and Policies

Pre-Paid Travel Attendee is defined as a Motorola customer who has opted to use the agency's available pre-paid tickets to pay for the Pre-Paid Travel Package registration option.

This option includes the conference registration fee, the attendee's choice of either airfare with airport transfer OR car rental, hotel lodging, and additional meals not covered by the conference.

Due to multi-year contracts, your pre-paid attendance and travel fees may be different than those published with each year's conference. Your rate is determined by the price listed in this agreement.

4.1.5.6 Travel Package Inclusion

The Pre-Paid Travel Package includes the following reasonable and necessary business-related travel expenses as defined below:

- Summit conference registration fee, which includes access to all training sessions, breakfasts and lunches, and all special events and meals.
- The attendee's choice of the following, both to be booked with Motorola's approved travel partner (Travel Partner), within parameters approved by Motorola:
 - Round-trip airfare with airport transfers.OR
 - Round-trip car rental.
- Hotel accommodations at a Summit host hotel, booked with Travel Partner.
- Stipend for additional meals not covered through the conference (see Covered Meals below).

4.1.5.7 Travel Package Policies

General

- Upon registration and confirmation of available pre-paid tickets, Pre-Paid Travel Attendees will receive detailed instructions for booking travel logistics.
- Attendees are only to book travel through Travel Partner and are not to book hotel, airfare or transportation on their own. Reimbursement for travel expenses incurred by any customer attendee is not allowed.
- Motorola reserves the right to establish a cut-off date for the use of pre-paid hotel, airfare, transportation and any other covered expenses for Summit listed within the pre-paid policy.
- Motorola reserves the right to transfer hotel accommodations to an alternate hotel location based on availability of the host hotel.

Hotel

- The Pre-Paid Travel Package covers hotel nights directly associated with the conference dates. It may be possible to make adjustments to arrival and departure dates, but attendees are responsible for any additional hotel nights (before and after the official conference dates). Travel Partner may be able to assist with additional pre- or post-conference travel plans, but the attendee will be responsible to pay for additional hotel room nights and will need to put a personal card on file upon check-in at the hotel.
- Hotel accommodations at a Summit host hotel (single/double occupancy only) include hotel room and applicable state and local taxes at a discounted Motorola conference rate. Additional services (e.g., additional phone charges, laundry, entertainment, amenities, etc.) are at the attendee's expense.
- A personal credit card WILL be required upon check-in to the hotel. PLEASE NOTE THAT THE PERSONAL CREDIT CARD WILL NOT BE CHARGED for the room and tax expenses. This is a standard hotel requirement to cover any incidental expenses that may be incurred.
- Attendees staying in their rooms past checkout time may be billed one (1) additional night's stay to their personal credit card. Late checkout may be provided based on availability and upon request through the hotel, although some charges may apply. Early departure fees may apply if a group attendee checks out prior to the confirmed dates. Motorola is not responsible for this charge, which will be applied to the personal credit card on file for incidentals.

Airfare

- The Pre-Paid Travel Package will cover round-trip airfare (using Motorola's negotiated rates with major airlines), as well as airport transfers to and from the destination airport. Air reservations must be made ONLY through Travel Partner.
- Airfare must be economy class or standard coach with a fare cap of \$600. Any travel above \$600 will be routed by Travel Partner to Motorola for approval and must be accompanied by a valid business reason. Attendees are encouraged not to delay making their airfare selections, as selections made closer to the travel dates will likely fall outside of the allowed range.
- Any airfare changes must be made through Travel Partner.
- Pre-approved travel dates are for the official conference dates. Attendees choosing to travel outside these parameters will require additional approval from Motorola. Any resulting fare differences due to altered travel dates are the responsibility of the traveler (including airfare and hotel and ground transportation).
- Additional fees, tips and surcharges, including but not limited to remote access charges, change fees, upgrade fees and baggage fees are not covered as part of the Motorola travel policy.
- Airport transfers to and from the destination airport will be provided to attendees. If an attendee chooses to extend their stay either pre- or post-conference, that attendee will be responsible to pay for additional transportation required for the extended stay.

Car Rental

- Customers may opt for car rental coverage instead of airfare. The Pre-Paid Travel Package will cover the expense of a rental car using Motorola's negotiated rates. Reservations must be made ONLY through Travel Partner.
- When renting a vehicle for Summit, Motorola will include the Loss Damage Waiver covering the vehicle at the base rate at participating locations.

- The rental will also include the Prepaid Gas Option providing the first tank of gas to the renter and allowing the renter to return the vehicle with less than a full tank. Additional Liability Insurance (ALI), Personal Effects Protection (PEP), and Personal Accident Insurance (PAI) are not covered by Motorola, but the attendee may purchase them at the time of the reservation or rental with a personal credit card.

Covered Meals

As part of this event, Motorola will provide meals to all attendees as part of the regular conference registration fee according to the published Summit agenda.

In addition to the covered conference meals, any attendee registering with a Pre-Paid Travel Package will receive a credit, voucher or meal access to any breakfast, lunch or dinner not provided on official conference dates. The method used to cover these additional meals may vary from year to year, based on venue, but will be communicated in advance to Pre-Paid Travel Attendees.

Daily meal allowance is determined by Motorola, based on published guidelines. In no event will the amount provided exceed attendee's applicable agency rules regarding meal expenses, provided that the attendee or agency notifies Motorola in advance of the conference of any restrictions, prohibitions or limitations.

Expenses Not Covered

Non-reimbursable expenses include, but are not limited to:

- Hotel telephone charges (local as well as long distance)
- Personal travel (e.g., gas, side trips, extended stay outside official conference dates)
- Traffic or parking violations
- Additional travel accident insurance
- Personal entertainment
- Airline upgrades
- Spouse or guest expenses
- Alcoholic beverages (minibar), non-food related items
- Gift shop
- Movies
- Laundry
- Late checkout, hotel early departure, or no-show fees
- Valet parking
- Baggage handling
- Airport parking fees
- Miscellaneous tips
- Upgraded hotel internet connection
- Transportation to and from home airport
- Change in airline departure dates, times, or names
- Excess baggage fees charged by airlines
- Additional equipment on rental cars (e.g. GPS, baby seat, etc.)



- Gas
- Tolls
- Additional guests staying in the same guest room, which results in additional hotel charges

Note: Motorola reserves the right to decline any expense that is not within the scope of this policy. It is not Motorola's intent to ever exceed an attendee's applicable agency policies or guidelines regarding any related travel accommodation. It is the Customer agency or attendee's responsibility to notify Motorola in advance of any booking, if any restrictions, prohibitions or limitations apply.

4.1.5.8 Additional Travel Package Terms and Conditions

The Prepaid Travel Package is provided pursuant to the terms and conditions of the applicable agreement between the Agency and Motorola Solutions, Inc. (Motorola) covering the relevant maintenance services (the "Prime Agreement"). In addition to the terms and conditions of the Prime Agreement, the following applies:

The Agency confirms that all related expenses, including airfare, hotel, meals and entertainment associated with the Summit do not violate any local laws, regulations or policies associated with your organization. The Agency acknowledges that Motorola may use information provided by the Agency as part of Motorola's compliance with reporting on government travel sponsorship.

Motorola is facilitating travel arrangements between the Agency and Motorola's approved travel partner American Express Global Business Travel (Travel Partner). All bookings must be made through, and tickets and reservations will be provided by, Travel Partner. Motorola is not acting as an agent for the provision of these services and Motorola is not the source or supplier of the travel reservations, tickets, or services. Motorola reserves the right to change the Travel Partner.

The Agency acknowledges that the suppliers whose names appear in the information supplied by Travel Partner are the ones actually responsible for providing the travel services purchased. The Agency consents to and requests the use of those suppliers and agrees not to hold Motorola responsible should any of these suppliers: 1) fail to provide the travel services purchased; 2) fail to comply with any applicable law; or 3) engage in any negligent act or omission that causes me any sort of injury, damage, delay or inconvenience.

The Agency further understands and acknowledges that travel may involve the risk of a variety of hazards to health and/or safety, including but not limited to disease, crime, terrorism and warfare, and Motorola is not responsible for any such threats.

Travel documents, such as identification, for an attendee are to be provided by the Agency or attendee. Motorola is not responsible if identification documents do not match information provided to Travel Partner. If necessary for travel, the Agency and/or attendee is required to obtain and comply with any visa requirements. The Agency acknowledges that most airfares typically involve restrictions and that changing any aspect of the arrangements may result in the payment of additional fees or forfeit of the full amount paid.

Motorola is not responsible for travel insurance. Travel insurance is strongly recommended to cover certain risks inherent in travel, such as supplier bankruptcy and the inability to travel due to a medical or personal emergency.

Motorola is not responsible for the services and policies imposed by the applicable airlines. Airline schedules and flights are subject to change without notice. Motorola is not responsible for penalties incurred for tickets, international or domestic, due to schedule and/or flight changes.

Additional terms and conditions from suppliers and vendors will apply to Attendee’s reservation and the Agency’s purchase of travel-related goods and services. Please read these additional terms and conditions carefully. In particular, if airfare is purchased, please ensure that the Agency reads and complies with the full terms and conditions of carriage issued by the supplier. The Agency agrees to abide by the terms and conditions of purchase imposed by any supplier with whom the Agency deals in its travel selections, including, but not limited to, compliance with the supplier/vendor's rules and restrictions regarding availability and use of fares, products, or services.

4.2 PremierOne Application Priority Level Definitions and Response Times

The table below highlights the definitions of the Priority Levels used between the Customer and Motorola to determine how each request will be prioritized. These response times do not apply when an incident or outage has occurred due to interruptions of power, HVAC or other environmental related issues, outages in relation to a force majeure event or when an outage is considered customer induced.

Business Days are defined as Monday – Friday excluding holidays.
Business Hours are defined as Monday – Friday, 9 a.m. – 6 p.m. Central Standard Time.

PremierOne Platform - Priority Level Definitions and Response Times

Priority Level	Incident Definition	Response Time
Critical P1	<p>An incident is deemed CRITICAL if one or multiple critical functions are unavailable, or severely degraded such that the customers’ core business functions and capabilities are no longer delivered or capable. The resulting critical impact to the customers’ business is such that focus and resources must be applied to restoration or mitigation.</p> <p>Full system outage, systemic inability to process mission-critical commands (e.g. incident creation), extreme systemic slowness, or majority of clients unable to connect to the system, etc.</p>	Telephone conference within 1 hour of initial voice notification

Priority Level	Incident Definition	Response Time
High P2	An incident is deemed HIGH if a business function is unavailable and normal customer business activity is impacted or degraded, and a workaround is available to mitigate the effects of the service impact; however overall efficiency or effectiveness is degraded. This may apply to both critical and non-critical functions. Loss of a critical redundancy, subsystem or critical interface (CommSys Query, Paramount ProQA, Fire Station Alerting, etc.), systemic ARL failure, systemic recurring disruptive issues that frequently impact users.	Telephone conference within 3 hours of initial voice notification during normal business hours
Medium P3	An incident is deemed MEDIUM if business functions are available, however, there is a deviation from the expected or agreed upon level of service or other service condition not aligned with the other defined impact levels. Issues impacting a single client, intermittent issues, non-critical subsystems or interfaces (e.g. interfaces installed on RDW), RDW or reporting problems, etc.	Telephone conference within 8 Hours of initial notification during normal business hours
Low P4	A request is deemed LOW for minor requests. This level is meant to represent minor issues, such as cosmetic issues, documentation errors, general usage questions, configuration questions and product or service Update requests.	Telephone conference within 2 Business Days of initial notification

4.3 Conditions and Exclusions

4.3.1 Conditions

Motorola services enhance performance of your PremierOne system. In order to provide a consistent level of quality services, the following conditions and limitations apply:

- Troubleshooting and restoration require that the Customer provide direct remote access to all locations and equipment and that you have the necessary equipment and connectivity available for the remote access session.
- The Customer must operate hardware and software in accordance with the applicable Agreement between Motorola and the Customer. Equipment may not be covered if exposed to misuse, damage, unauthorized modification or other abuse, or used in a manner for which it was not designed.
- Equipment must be operated in a normal environment and protected from adverse conditions, which may impact performance and/or damage equipment.



4.3.2 Exclusions

Unless optional or a la carte Technical Support Services are purchased, these Services specifically exclude the following, and Motorola will not be responsible for:

- Services for any replacement of products or parts directly related to the removal, relocation or reinstallation of the System or any System component.
- Services to diagnose technical issues caused by the installation of unauthorized components or misuse of the System.
- Services to diagnose malfunctions or inoperability of the Software caused by changes, additions, enhancements or modifications in the Customer's platform or in the Software.
- Services to correct errors found to be caused by Customer-supplied data, machines or operator failure.
- Operational supplies, including but not limited to, printer paper, printer ribbons, toner, photographic paper, magnetic tapes and any supplies in addition to that delivered with the System; battery replacement for uninterruptible power supply (UPS); office furniture including chairs or workstations.
- Third-party software unless specifically listed on the Covered Products Exhibit.
- Support of any interface(s) beyond Motorola-provided port or cable, or any services that are necessary because third-party hardware, software or supplies fail to conform to the specifications concerning the Products.
- Services related to customer's failure to back up its data or failure to use a UPS system to protect against power interruptions.
- Any design consultation such as, but not limited to, configuration analysis, consultation with Customer's third-party provider(s), and System analysis for modifications or Upgrades or Updates which are not directly related to a Residual Error report.
- MSI will not provide support for any third-party products, including software, hardware or peripheral devices (printers, scanners, etc.), or support for hardware failure due to the use of any third-party products. Motorola may in its discretion provide first-line support for third-party software distributed by us; if not, we will refer you to the vendor of such software for resolution of support issues.
- Motorola is not responsible for supporting, configuring, maintaining or upgrading the Operating System, including, but not limited to, backups, restores, fixes and patches, or for providing assistance with problems caused by operating system installation, configuration, errors, maintenance or repair, or Customer using incorrect versions of the operating system.

Motorola service and support obligations hereunder will not apply to any Motorola-supported software or hardware if correction of an error, adjustment, repair or parts replacement is required because of:

- Accident, neglect, tampering, misuse, improper / insufficient grounding, failure of electric power, electric surge, shock, water damage, failure of the Customer and/or others to provide appropriate environmental conditions, relocation of hardware or software or causes other than ordinary use.
- Repair or alteration, or attempted repair or alteration of any supported hardware and/or software by the Customer or others, unless otherwise approved in writing by Motorola.
- Connection of another machine, device, application or interface to Motorola-supported equipment (hardware and/or software) by the Customer or others, which has caused damage to Motorola-supported equipment.



- Damage or destruction caused by natural or human-caused acts or disasters.
- Failure or degradation in performance of Motorola-supported equipment (hardware and/or software) due to the installation of another machine, device, application or interface not specifically certified and approved by Motorola for use in the Customer's environment.
- The operation of the software in a manner other than that currently specified in applicable product documentation.
- Incompatible or faulty Customer hardware and/or software interfaces.
- Modifications made without Motorola written approval to the OS, network, hardware or software environment or software applications.
- Cosmetic repairs, furnishing consumables, supplies or accessories, making accessory changes, system administration or adding additional devices or non-approved Motorola software applications.
- Motorola will not provide support where the problem arises out of any breach of warranty, damages to the Software or its database, data corruption, or support issues, security issues, or performance issues arising out of your or a third party's use of the Utilities or any software not specifically licensed by Motorola to your organization for use in connection with the software. Any assistance provided by our team in resolving such problems shall be charged to you on a time and materials basis. Additionally, any unauthorized use of the utilities or other software in connection with the software by you (or by a third party with your organization's knowledge) may result, at Motorola's sole option, in voidance of warranties, an increase in the annual maintenance and support fees under this Support Agreement, and/or loss of rights to upgrades.
- Motorola will not provide support for any damages to or problems with the software or its database, data corruption, support issues, security issues or performance issues arising from your utilization of the "write" feature of the ODBC interface to write to or modify the database in any way.
- Services do not include mobile devices, portable devices or network backhaul equipment, or client/workstation maintenance.
- PremierOne Platform - Priority Level Definitions and Response Times do not apply to the hybrid common feature(s) included in the subscription (i.e. Assist Map). Motorola will provide best effort on resolving issues related to such features.

Exhibit C



MOTOROLA SOLUTIONS

Section 5

Subscription Pricing

Computer Aided Dispatch and Mobile Data System Software Solution

October 20, 2025

City and County of Denver, CO

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Section 5

Subscription Pricing

5.1 Pricing

	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
*Hardware Solution	\$0	\$551,000	\$46,930	\$49,089	\$51,357	\$53,737	\$56,237	\$58,862	\$61,619	\$64,513
Workstations & 3rd Party	\$0	\$612,000	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
PremierOne Subscription & Interfaces	\$0	\$1,176,858	\$1,474,847	\$1,081,109	\$960,625	\$805,976	\$813,577	\$821,558	\$829,939	\$838,739
**System Administrator		\$226,775	\$283,509	N/A	N/A	N/A	N/A	N/A	N/A	N/A
System Monitoring	\$0		\$99,054	\$103,612	\$108,398	\$113,423	\$118,700	\$124,240	\$130,058	\$136,166
App Armor	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
CC Aware	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Hardware Refresh (2 over term)	\$0	\$0	\$173,298	\$181,963	\$191,062	\$200,615	\$210,646	\$221,178	\$232,237	\$243,849
Cyber	\$0	\$0	\$141,579	\$141,579	\$141,579	\$148,068	\$153,519	\$159,188	\$165,084	\$171,215
Rave Alert (5 Years at No Charge)	\$0	\$0	\$0	\$0	\$0	\$130,000	\$135,200	\$140,608	\$146,232	\$152,082
Smart 911	\$77,647	\$79,976	\$82,376	\$84,847	\$87,392	\$90,014	\$92,715	\$95,496	\$98,361	\$101,312
(3) Attendees to User Training Summit (including travel)	\$9,390	\$9,859	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Sub Total	\$87,037	\$2,656,468	\$2,301,593	\$1,642,199	\$1,540,414	\$1,541,833	\$1,580,593	\$1,621,130	\$1,663,529	\$1,707,876
3 Attendees to User Training Summit - Incentive	-\$9,390	-\$9,859								
Total Subscription	\$77,647	\$2,646,609	\$2,301,593	\$1,642,199	\$1,540,414	\$1,541,833	\$1,580,593	\$1,621,130	\$1,663,529	\$1,707,876

*Hardware Solution necessary for the on-premise CAD System. All hardware will be purchased by the City, from Motorola.

** System Administrator is a Motorola employee that provides onsite system administration services in accordance with Section 4 Subscription System Support.

City and County of Denver, CO
Computer Aided Dispatch and Mobile Data System Software Solution

October 20, 2025
Response to RFP No. 29552

	Year 11	Year 12	Year 13	Total
Hardware Solution	\$67,551	\$70,742	\$74,092	\$1,205,729
Workstations & 3rd Party	N/A	N/A	N/A	\$612,000
PremierOne Subscription & Interfaces	\$847,978	\$857,680	\$936,220	\$11,445,106
System Administrator	N/A	N/A	N/A	\$510,284
System Monitoring	\$142,580	\$149,014	\$156,385	\$1,381,630
App Armor	\$0	\$0	\$0	\$0
CC Aware	\$0	\$0	\$0	\$0
Hardware Refresh (2 over term)	\$256,041	N/A	N/A	\$1,910,889
Cyber	\$177,592	\$184,223	\$191,120	\$1,774,748
Rave Alert (5 Years at No Charge)	\$158,165	\$164,491	\$171,071	\$1,197,849
Smart 911	\$104,351	\$107,482	\$110,706	\$1,212,675
(3) Attendees to User Training Summit (including travel) Discounted Below	N/A	N/A	N/A	\$19,249
Sub Total	\$1,754,258	\$1,533,632	\$1,639,595	\$21,270,158
3 Attendees to User Training Summit				-\$19,249
Total Subscription	\$1,754,258	\$1,533,632	\$1,639,595	\$21,250,909

Notes:

1. Pricing subject to a mutually agreed upon early termination schedule.

OPTIONS	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10	Year 11	Year 12	Year 13	Total
Optional System Admin - Years 4-13	\$287,696	\$291,946	\$296,259	\$300,637	\$305,081	\$309,591	\$314,169	\$318,816	\$323,533	\$328,320	\$3,076,048

Subscription Pricing

5.2 Milestones

Milestone Description	Amount
Smart911 Subscription is invoiced in advanced on an annual basis beginning January 2026	\$77,647.00
Hardware Solution & 3rd Party	\$551,000.00
Workstations – 100% in Year 2 upon delivery	\$612,000.00
System Administrator – Year 2 is invoiced at System Go-Live	\$226,775.00
PremierOne Subscription and Interfaces - 80% of Year 2 at System Go-Live/Beneficial Use. 100% Subscription for Years 3-13 will be invoiced on an annual basis thereafter.	\$941,486.40
PremierOne Subscription and Interfaces – 20% of Year 2 at the end of the 45 day Reliability Period	\$235,371.60
PremierOne Subscription and Interfaces - 20% of Year 2 at the end of the 45 day Reliability Period	\$283,509.00

Please Note:

Year 3 - Year 13 the annual invoice will include Hardware Refresh, Hardware Support, Monitoring, Cyber, and Smart911 based on Pricing Table.
Years 6-13 Rave Alert will be added to the annual invoice

Specification	Vendor Response	City Comments
Global System Features		
Ability for authorized user to perform any system tasks from any authorized workstation.	Function Available	
Ability to display all times as local time.	Function Available	
Ability to configure format in which dates are stored.	Exception	Dates are stored in standard format in SQL databases
Ability to operate in a Windows environment to support concurrent processing.	Function Available	
Ability to support standard Windows functionality (e.g., shortcuts) throughout all applications in the proposal.	Function Available	
Ability for system to automatically adjust number sequencing for, but not limited to, the below options:		
Yearly	Function Available	
Monthly	Function Available	
Weekly	Function Available	
Daily	Function Available	
By Agency	Function Available	
By Jurisdiction	Function Available	
Client-defined value	Function Available	
Ability for system to automatically account for daylight savings time and any required parameter (timestamps, time displays) change to daylight savings.	Function Available	
Ability to log and display all times in military (24 hour) clock format.	Function Available	
Ability for all date and timestamps to be system generated.	Function Available	
Ability to configure all date and timestamps.	Function Not Available	Date and timestamps are a standard format throughout the system.
Ability to format all date and timestamps differently by agency.	Function Not Available	Date and timestamps are a standard format throughout the system.
Ability to provide the user with feedback as to the success or failure of an action, including, but not limited to:		
Audible alert	Function Available	
Visual alert	Function Available	
Other	Function Available	
Ability to save data to an off-site backup environment.	Function Available	
Ability to provide seamless integration among system components:		
Within applications (e.g., amongst modules)	Function Available	
Between applications (e.g., between CAD and agency RMS)	Function Available	
Geofile and Mapping Requirements		
Geofile Maintenance		
Ability for CAD and other applications to share the same geofile.	Function Available	
Ability to import GIS data from an ESRI-based source.	Function Available	
Ability to export GIS data into an ESRI-based source.	Function Available	
Ability to read GIS data natively within the application.	Function Available	
Ability to utilize a regional data hub for source data management.	Function Available	
Ability to integrate with ESRI ArcGIS REST API for map layers	Function Available	
Ability to accommodate an unlimited number of map layers.	Function Available	
Ability to create as many map layers as needed.	Function Available	
Ability to select multiple map layers for display, limited only by the number of available map layers.	Function Available	
Ability to turn map layers off and on.	Function Available	
Ability to alert user that additional information (e.g., layers) is available.	Function Available	

Address	Function Available	
Allowed direction of travel	Function Available	
Beats	Function Available	
Census tract	Function Available	
Cross street	Function Available	
Entire common place or business name and aliases	Function Available	
Fire zone box	Function Available	
Division	Function Available	
High and low cross streets	Function Available	
Location type	Function Available	
Jurisdiction	Function Available	
Neighborhood	Function Available	
Reporting district	Function Available	
Response area	Function Available	
Sectors	Function Available	
X/Y coordinates	Function Available	
Ability to import GIS data from a spatial database into CAD geofile.	Function Available	
Ability to add geofile layers as needed.	Function Available	
Ability to force adherence to user-defined addressing standards (e.g., abbreviations, directions, etc.).	Function Available	
Ability to cross-reference addresses and locations with:		
Entire common place or business name and aliases	Function Available	
Fire-defined reporting areas	Function Available	
Law enforcement-defined reporting areas	Function Available	
Location type	Function Available	
Other identifiers	Function Available	
Street aliases	Function Available	
X/Y coordinates	Function Available	
X/Y/Z coordinates	Function Available	
Zip codes	Function Available	
Ability to validate all location entries against a master geofile either from a geofile mask or from the command line.	Function Available	
Ability to change reporting boundaries (e.g., areas, beats, districts, etc.).	Function Available	
Ability to support agency-defined location entries including, but not limited to:		
Airport, including ramps, runways, terminal names and numbers	Function Available	
Apartment building name	Function Available	
Apartment number (e.g., ¼, #5, 2D, D2)	Function Available	
Bike paths	Function Available	
Block range	Function Available	
Business name	Function Available	
Census tract	Function Available	
City	Function Available	
Civic associations (e.g., COPS areas, neighborhoods, community names)	Function Available	
Common place name	Function Available	
County	Function Available	
District	Function Available	
Exact address (including fractional addresses, alphanumeric)	Function Available	
Intersections	Function Available	
Law enforcement district/sector or fire station	Function Available	
Limited access roadways and highways	Function Available	
Mile markers	Function Available	
Public Transporttion System	Function Available	
Rail System	Function Available	
On ramps, off ramps, exit numbers (including directionals)	Function Available	
Partial/misspelled street names	Function Available	
Prefix	Function Available	
Reporting area	Function Available	
Street abbreviation	Function Available	
Street alias	Function Available	
Street name	Function Available	
Street type	Function Available	

Trail markers	Function Available	
Water markings (piers, buoys, nautical navigation, landmarks)	Function Available	
X/Y coordinates	Function Available	
X/Y/Z coordinates	Function Available	
Zip code	Function Available	
Zones	Function Available	
Ability for a single layer to contain overlapping polygons.	Function Available	
Ability to summarize geofile entries for printing.	Function Not Available	Feature is not available in the toolset
Ability to test new geofile updates "offline" for accuracy and errors, prior to updating the "live" geofile.	Function Available	
Ability to flag errors in mapping layers so as to provide data to system administrator for future corrections (e.g., user inserts a flag to indicate a missing block)	Function Available	
Ability to update the system with a new geofile without system downtime or degradation.	Function Available	
Ability for geofile updates to be recognized without requiring logging off and logging back on to the system.	Function Available	
Ability to include overlays and overhead photography in mapping application.	Function Available	
Ability to attach files to addresses (e.g., apartment maps, photos, aerial images).	Function Available	
Ability to attach premise information (e.g., hazards) to addresses.	Function Available	
Ability to connect natively to external data map/web services (e.g., Street View, Google Maps/Earth, ArcGIS map services).	Function Available	Connects natively with ArcGIS map services.
Ability to click on a location on a map and pull up any supplemental information (e.g. fire pre-plan, hazards, incident history) associated with that location.	Function Available	
Ability to display flags on locations containing additional information (e.g. fire pre-plans, hazards, incident history).	Function Available	
Ability to limit the ability to attach files to addresses based on user ID.	Function Available	
Ability to support a map layer for aerial spatial images.	Function Available	
Address Validation		
Ability to geoverify location of all entered addresses.	Function Available	
Ability to override geoverified location.	Function Available	
Ability to create a report of all overridden geoverified locations.	Function Available	
Ability to enter addresses outside of clients jurisdiction.	Function Available	
Ability to support geofile entry of a specific address within a block range.	Function Available	
System Administration		
Major Functions and Features		
Ability to manage all configuration files, passwords, security tables and interfaces.	Function Available	
Ability for system administrator to define function keys.	Function Available	
Ability to assign users to multiple security groups.	Function Available	
Ability to configure users' windows depending on the user's job function and security level.	Function Available	
Ability to configure the location of automatically displayed message and dialog boxes, including error messages.	Function Available	
Automatically displayed message and dialog boxes, including error messages, are consistent throughout the application.	Function Available	
Ability to monitor network and system performance, notifying agency-defined devices or user account when specific triggers are met.	Function Available	
Ability to seal and archive records and store sealed records in an archival database.	Function Available	
Ability to configure the display attributes of automatically displayed message and dialog boxes, including error messages.	Function Available	
Common editing actions allowed with all fields and data:		
Cut	Function Available	
Copy	Function Available	
Paste	Function Available	
Cut, Copy, Paste between forms	Function Available	
Insert	Function Available	
Delete	Function Available	
Sort	Function Available	
Print screen	Function Available	
Tab through form fields	Function Available	
Back-tab through form fields	Function Available	
Move windows	Function Available	
Resize windows	Function Available	
Find	Function Available	

Ability to use the numeric keypad for number entry	Function Available	
Ability to use an external numeric keypad for number entry	Function Available	
Point and click	Function Available	
Drag and drop	Function Available	
Drop-down lists	Function Available	
Vertical scroll bar, when the vertical data displayed is larger than the defined area.	Function Available	
Ability to configure word wrap, when the horizontal data displayed is larger than the defined area.	Function Available	
Ability to configure word wrap to break between words, not within words.	Function Available	
Ability to configure a horizontal scroll bar, when the horizontal data displayed is larger than the defined area.	Function Available	
Ability to configure a standard spell check on definable narrative fields.	Function Available	
Ability to remotely log out a workstation (mobile or desktop).	Function Available	
Ability to remotely lock a workstation (mobile or desktop), requiring a password to unlock.	Function Available	
Code Tables		
Ability to define codes for drop down menus (e.g., BRO for brown, BLU for blue, etc.).	Function Available	
Obsolete code table values are not displayed on drop down lists for data entry.	Function Available	
Ability to maintain the system, including code tables, securely via remote workstations.	Function Available	
Ability to maintain the system, including code tables, securely via web-based remote workstations.	Function Available	
Ability to import and export data tables to and from a standard format, but not limited to:		
Spreadsheet	Function Available	
comma-separated value text file	Function Available	
SQL script	Function Available	
Ability to define codes without character length limitations.	Function Available	
Ability to define codes using alphanumeric characters.	Function Available	
Ability to make changes and additions to the code tables without modification to or recompilation of the application software.	Function Available	
Ability to make changes and additions to the code tables without requiring a workstation restart.	Function Available	
Ability to make changes and additions to the code tables without requiring users to log off and back on.	Function Available	
Ability to modify code tables without advanced database knowledge.	Function Available	
Ability to designate code table values as obsolete and unavailable for current use, preventing further entry of that value, yet retain the value in the table for inquiries on historical data.	Function Available	
Ability to create a new code and merge/link historical records to a new code.	Function Available	
Ability to store the date a code table value becomes obsolete.	Function Available	
Ability to store the date a code table value becomes effective.	Function Available	
Obsolete code table values are not displayed on drop down lists for data entry.	Function Available	
Ability to retain deleted table information with the capability to perform an archive and final purge.	Function Available	
Ability to share code tables among application components.	Function Available	
Ability to notify users of code table updates upon logging onto the system after the update is made.	Function Available	
Ability to notify users of geofile updates upon logging onto the system after the update is made.	Function Available	
Security Administration		
Ability to create multiple security groups defining who has various levels of audit trail access permissions.	Function Available	
Ability to restrict access to administrative functions and access by security level (e.g., buttons, windows, etc.).	Function Available	
Ability to define what information will display on screen by security level (e.g., buttons, windows, etc.)	Function Available	
Ability to provide role-based security per facilities for authorization functions.	Function Available	
Ability to list who has access to what modules, functions, and databases.	Function Available	
Ability to log all changes made to the system by a system administrator.	Function Available	
Ability to restrict user access or group access to files and data fields for specified transactions:		
Add/create	Function Available	
Attach to email or send via other electronic method	Function Available	

	Function Available	
Inquiry	Function Available	
Modify	Function Available	
Print	Function Available	
View	Function Available	
Ability to separately secure add, modify, delete, and inquiry functions.	Function Available	
Ability of system administrator to change user IDs.	Function Available	

Agency	Function Available	
Security group	Function Available	
User ID	Function Available	
User name	Function Available	
Any combination of the above	Function Available	
Ability to restrict access based on both user and workstation (desktop or mobile).	Function Available	
Ability to access administrative functions from any workstation, with appropriate security access.	Function Available	
Ability to prevent users from creating ad hoc reports on fields to which they do not have proper security permissions.	Function Available	
Documentation and Online Help Requirements		
System Documentation		
Ability to provide a System Administrator's Guide containing:		
All documentation detailing system functions, screen layouts, file structures, linking map, data structure, data dictionary/schema and application program design	Function Available	
All documentation required to perform all system management functions	Function Available	
Performance monitoring and troubleshooting	Function Available	
Ability to provide the System Administrator's Guide:		
In an electronic format	Function Available	
In printed form	Function Available	
Ability to provide updates to the System Administrator's Guide as they are developed:		
In an electronic format	Function Available	
In printed form	Function Available	
Ability to provide a System User's Guide containing all documentation required by systems users:		
In an electronic format	Function Available	
In printed form	Function Available	
"Quick reference" user guide	Function Available	
Cheat sheets	Function Available	
FAQ's	Function Available	
Ability to provide updates to the System User's Guide as they are developed:		
In an electronic format	Function Available	
In printed form	Function Available	
Online Help Functionality		
Ability to access help menu via either the mouse or a keyboard command.	Function Available	
Ability to print directly from the online help window.	Function Available	
Ability to provide context-sensitive help in the form of prompts and instructions.	Function Available	
Ability to provide context-sensitive help only upon a user request.	Function Available	
Ability to provide help facility for any operation in progress via a function key from any screen or field within any application.	Function Available	
Ability to provide help facility via function key or icon from any screen or field within any application.	Function Available	
Ability to maintain online agency-specific documentation and procedures, including:		
Glossary of terms	Function Available	
Glossary of error codes	Function Available	
Software help file updates must not override changes made to help files specific to agency-customized documentation.	Function Available	
Ability to use context sensitive help when finding information about an item on the screen. User should be able to place the cursor on the item and execute no more than one key stroke to obtain help information.	Function Available	
Ability to include online help documentation that provides step-by-step instructions on how to use the system.	Function Available	
Ability to provide training modules through help menu.	Function Available	
Ability to search help files by keywords.	Function Available	
Ability to edit text in help files to address agency-specific topics.	Function Available	
Help File Administration		
Ability for help file to automatically update at the time of all version/release updates.	Function Available	Embedded help documentation is automatically updated as needed during version/release updates
Ability for system administrator to create/edit error messages.	Function Available	Administrators can create error messages to ensure proper formatting, such as in phone numbers. Additionally, error messages can be edited using custom language files.

Ability to use different fonts, styles, colors and symbols in help files.	Function Available	In addition to the embedded documentation, administrators can add site-specific, agency-defined information called Ready Reference. It is accessible from the client form and command line. Ready reference records contain attachments that can be formatted with agency desired fonts, styles, and symbols to for supplemental help.
Ability to track user ID and revision dates when online user documentation is revised/changed.	Function Available	Changes to records in Ready Reference are captured in the audit logs. PDF attachments added in Ready Reference contain the author and revision dates.
Ability to provide help files in a Windows help format.	Function Not Available	Embedded help uses PDF and Ready Reference supports attachments
Ability to bookmark topics.	Function Available	
Ability for help file to:		
Include or exclude complete phrase searches	Function Available	
Include or exclude untitled topic searches	Function Available	
Include or exclude similarity searches	Function Available	
Include a built in glossary	Function Available	
Utilize context sensitive help providing brief operational definitions for selected items on a screen	Function Available	
Ability to augment vendor-supplied online help tables with additional information (e.g., add notes to a topic that are viewable along with the vendor-supplied information).	Function Available	
Ability for updates to help tables to not override additions made by agency.	Function Available	Agency created help tables such as Ready Reference are not overwritten with product updates.
Query and Reporting Features		
Data Warehouse (DW) or Reporting (RPT) Server Capability		
The system maintains a separate external database outside the CAD network; secure, but accessible to CAD users and authorized non-CAD external users.	Function Available	
The system supports writing CAD record data to the DW/RPT server automatically, real-time, as entered in the CAD system.	Function Available	
The system provides a method to write the final version of the CAD record data to the DW/RPT server on event closure.	Function Available	
The DW/RPT server stores all data associated with the event record (e.g., event, unit, remarks).	Function Available	
The system supports DW/RPT server security that allows view-only rights to the data.	Function Available	
All external CAD data inquiries can be directed to the DW/RPT server instead of the production server.	Function Available	
The DW/RPT server platform and storage utilize commercial off-the-shelf (COTS) hardware and software.	Function Available	
The DW/RPT server supports automatic requests for data from external, previously-approved applications.	Function Available	
The DW/RPT server supports record- and field-based security to restrict viewing of records and fields based on the assigned role, discipline, and jurisdiction at login (e.g., the DW/RPT server security features allow data related to a Law Enforcement jurisdiction to be accessible only to users that login to the DW/RPT server with that role and department clearly defined).	Function Available	PremierOne's Reporting Data Warehouse leverages Microsoft SQL Server Reporting Services (SSRS) which supports record and field-based security.
Query and Report Generating Tool		
Ability to provide a consistent reporting and query tool that can:		
Create interactive query requests	Function Available	
Access multiple files/tables in a single query (e.g., data for different years, data for all modules).	Function Available	
Allow the end user to design screen and report formats	Function Available	
Create printed reports	Function Available	
Create reports from any data in the system	Function Available	
Define temporary fields which may or may not be output	Function Available	
De-select records/rows in combination with selection of records.	Function Available	
Generate a map	Function Available	
Sort selected records/rows by key/index and non-key/non-index fields	Function Available	
Ability for query/report generating tool to:		
Allow development of user help facilities at the system level	Function Available	
Run in background mode	Function Available	
Support all record accesses allowed by the DBMS	Function Available	
Support the use of third party query tools	Function Available	
Ability to provide online help for reporting and query tool.	Function Available	
Ability to present statistics in graphical formats, including, but not limited to the following:		
Pin maps	Function Available	

	Function Available	
	Function Available	
Density maps	Function Available	
Line graphs	Function Available	
Thematic maps	Function Available	
Tables with data banners (i.e., pivot tables, cross-tabs)	Function Available	
Venn diagrams	Function Available	
ESRI map based	Function Available	
Ability for query/report generating tool to handle:		
A full suite of statistical operations	Function Available	
Arithmetic operations, including fractiles and percentiles	Function Available	
Logic operations	Function Available	
Prompted queries	Function Available	
Ability to dynamically reference map layers to provide geospatial analysis.	Function Available	
Ability to provide a report-formatting facility that accesses:		
Data definitions	Function Available	
Data formats	Function Available	
Editing rules for a field	Function Available	
Field headings	Function Available	
Field sizes	Function Available	
Formatting rules	Function Available	
Ability to include subtotals and totals on ad hoc reports.	Function Available	
Ability to include incorporated statistical functions (e.g., minimum, maximum, range, average, etc.) into ad hoc reports.	Function Available	
Query Masks		
Ability to use standard screen formats for all inquiries.	Function Available	
Ability to use predefined data entry forms/screens (masks).	Function Available	
Query Return Features		
Ability to narrow down searches (search within a search).	Function Available	
Ability to select any result from a query and drill down for detailed information (e.g., hyperlink).	Function Available	
Ability to drill down on query results.	Function Available	
Ability to set default databases for queries.	Function Available	
Ability to save queries for later use.	Function Available	
Ability to save queries to a central "query library."	Function Available	
Ability for all authorized users to access the general library of user-created ad-hoc reports.	Function Available	
Ability for system to support automatic data suppression for repetitive data.	Function Available	
Ability to restrict queries that result in large volumes of data by:		
Providing a warning of the numbers of records found	Function Available	
Providing a warning of the size of records found	Function Available	
Requesting users to prompt the system to continue the query	Function Available	
Requesting users to prompt the system to cancel the query	Function Available	
Ability to find a specific report by querying any populated field associated with that report.	Function Available	
Ability to clearly indicate when additional information (e.g., more query returns) is available.	Function Available	
Ability for query returns to indicate the information source.	Function Available	
Ability to export query results into a standard tools (e.g., Access, Excel, ArcGIS).	Function Available	
Ability to identify which query results (e.g., columns) to export.	Function Available	
Ability to print query returns at any time.	Function Available	
Ability to design a custom form for query output.	Function Available	
Ability to direct query results to any printer.	Function Available	
Ability to direct query results to any terminal.	Function Available	
Ability to view a specified number of records found as defined by the system administrator (i.e., first 10 records, etc.).	Function Available	
Ability to view a specified number of records found as defined by the end user (i.e., first 10 records, etc.).	Function Available	
Ability to sort query results by any criteria (e.g., most recent to oldest, by priority, etc.).	Function Available	
Ability to generate report based on any set of identified data fields. (e.g., date range, time of day, incident type and reporting district)	Function Available	
Ability to restrict user actions by:		
Displaying a single page of data at a time	Function Available	
Using prompts to continue/refine/alter the query	Function Available	

Ability to export query results into other features (e.g., messaging, email).	Function Available	
Ability to restrict agency-defined query returns from dissemination by the following:		
Email	Function Available	
Messaging	Function Available	
Global Report Features		
Ability to create standard reports that can be made available to all system users.	Function Available	
Ability for users to put their own queries/reports in a "dashboard" for later use.	Function Available	
Ability to generate reports from ad hoc query results.	Function Available	
Ability to route reports to pre-selected individuals or groups.	Function Available	
Ability to schedule reports to be automatically created.	Function Available	
Ability to schedule reports to be automatically electronically distributed.	Function Available	
Ability to automatically generate user-defined date range reports based on a pre-determined schedule:		
Daily	Function Available	
Weekly	Function Available	
Monthly	Function Available	
Annually (calendar)	Function Available	
Annually (fiscal)	Function Available	
Based on request	Function Available	
Ability to produce standard reports containing, at a minimum, the following:		
Agency logo	Function Available	
Date and time range for the contents of the report	Function Available	
Date report was printed	Function Available	
Page number	Function Available	
Report author	Function Available	
Report header with department name	Function Available	
Specified search parameters (e.g., sector, fire zone boxes, unit ID, etc.)	Function Available	
Ability to save reports for subsequent viewing and/or printing.	Function Available	
Ability to scratch/delete reports after viewing and/or printing.	Function Available	
Ability to optionally generate a report in HTML (i.e., for viewing on the intranet or internet).	Function Available	
Ability to make standard reports available for publishing on the intranet or internet.	Function Available	
Ability to export data into each of the following formats (please note any limitations):		
ASCII, comma-delimited	Function Available	
Compatible with MS Office Suite	Function Available	
DBF	Function Available	
ESRI-compatible layer	Function Available	
HTML	Function Available	
PDF	Function Available	
Report Generator	Function Available	
Rich Text Format	Function Available	
XML	Function Available	
XTML	Function Available	
Global Print Features		
Ability to print all code tables and screens by ranges.	Function Available	
Ability to prevent the printing of selected information.	Function Available	
Ability to define printing privileges by security group and/or user ID.	Function Available	
Ability to selectively print system information:		
Print single record	Function Available	
Print group/all records	Function Available	
Print all except specific records	Function Available	
Ability for print report options to include:		
Cancel report print jobs	Function Available	
Color/black and white	Function Available	
Determine length of report prior to printing (e.g., number of pages)	Function Available	
Queue reports for later printing	Function Available	
Select printer	Function Available	
Select workstation	Function Available	
Specify number of copies	Function Available	
Specify page ranges and multiple pages	Function Available	
Specify portrait or landscape mode, where appropriate	Function Available	
Ability to identify redacted fields within a printed report.	Function Available	
Ability to view all reports in a print preview mode on screen.	Function Available	

Ability to require the following prior to allowing a user to print a report:	Function Available	
Date and time (system generated)	Function Available	
Name of user printing report	Function Available	
Reason for printing (drop down list)	Function Not Available	A drop-down list of reasons for printing is not a function of the solution.
User ID (system generated)	Function Available	
Global System		
Security		
Ability to comply with applicable Criminal Justice Information Services Division (CJIS) requirements, described in the most recent version of the Criminal Justice Information Services Security Policy provided by the U.S. Department of Justice.	Function Available	
Ability to comply with the Health Insurance Portability and Accountability Act (HIPAA), restricting information from view or access when appropriate.	Function Available	
The solution complies with the National Institute of Standards and Technology (NIST) SP 800-53R4.	Exception	NIST SP 800-53 R4 was withdrawn in 2021 for R5. Product teams are working through the control ratings that were adopted into the new CJIS Standards.
Ability to encrypt data transmissions.	Function Available	
The system does NOT include hidden or "backdoor" accounts.	Function Available	
The system does NOT contain default accounts.	Function Available	
Ability to provide security at the following levels:		
Application	Function Available	
Database	Function Available	
Field	Function Available	
Record	Function Available	
Screen/Transaction	Function Available	
System	Function Available	
Ability to provide security controls by:		
Agency	Function Available	
Function	Function Available	
User ID	Function Available	
Terminal ID	Function Available	
Ability to view, add, maintain, modify and delete user profiles based on:		
User ID	Function Available	
User name	Function Available	
Title/Role (e.g., Chief)	Function Available	
Rank	Function Available	
Location	Function Available	
Security group	Function Available	
Agency	Function Available	
Ability to create temporary security profiles.	Function Available	
Ability to combine, alter and model security roles for specific groups.	Function Available	
Ability to tie security to personnel module for automated security provisioning driven by work assignment.	Function Available	
Ability to lock out a user who is deemed a security risk while that user is on-line (e.g., logged into the system).	Function Available	
Ability to define what information will display on screen for a given security level.	Function Available	
Ability to prevent users from creating ad hoc reports on fields to which they do not have proper security permissions.	Function Available	
Ability to integrate with Microsoft Active Directory network management functionality (i.e. LDAP)	Function Available	
Ability to link security profiles to Active Directory user groups.	Function Available	
Ability for applications to work independently in the event Active Directory becomes unavailable.	Function Available	
Ability to allow tiered access to information based on login ID and other authentication practices.	Function Available	
Ability to support alternate authentication technologies (i.e., ID card, security token, biometrics, etc.).	Function Available	
Ability to assign security access by physical device (e.g., PCs, terminals, etc.).	Function Available	
Ability to mask or encrypt a data element as confidential information for security purposes.	Function Available	
Ability to flag a data element as confidential information for security purposes.	Function Available	
System Design Attributes		

Conflict or performance degradation.	Function Available	
The proposed system supports virtualization of all servers.	Function Available	
The proposed system supports virtualization of the storage environment.	Function Available	
The proposed system supports virtualization of the workstation environment.	Function Available	
The proposed database operating environment uses standard, industry-accepted database management software.	Function Available	
As a multi-node CAD system, the system will interface with multiple email gateways for notifications.	Function Available	
The system availability is 99.999% uptime.	Function Available	
The system has the capability to allow users to continue to create, view, and modify event data if the workstation connection to the CAD server is lost (offline) for any reason.	Function Available	
Static table data can be migrated from the current CAD to the Proposer's CAD system (historic data migration)	Function Available	
After installation, the vendor notifies the agency as CAD application and module updates (new versions) are developed and certified to work with installed/current operating system updates/versions.	Function Available	
The system network protocol is Transmission Control Protocol (TCP)/Internet Protocol (IP) compliant.	Function Available	
System Backups		
The system provides a means to perform regular (e.g., daily, weekly) backups, have a robust redundancy plan for the backups and support on-demand access, deployment and management of the backup data.	Function Available	
Performing the backup procedure does not degrade system performance.	Function Available	
The system has the capability to roll-back to the date of the last backup.	Function Available	
The system has the capability of point-in-time recovery.	Function Available	
When a failure occurs, the system creates an error log that provides sufficient documentation for the agency to establish the cause of the failure.	Function Available	
Once a failed server has been restored to operational capability, it automatically reconnects with the CAD network without user intervention.	Function Available	
Once a failed server has been restored to operational capability, the system will send notifications to designated devices and personnel.	Function Available	
In the event that any disk or other synchronized storage device is out of sync, the system automatically synchronizes the deficient storage device without user intervention and without degrading the system performance.	Function Available	
Disaster Recovery (DR)		
The system supports a failover process for all virtualized servers and/or workstations.	Function Available	
The system supports regular DR failover tests, switching operations from the primary to the DR site.	Function Available	
The Disaster Recovery system can be set up at a location physically remote from the primary public safety answering point (PSAP).	Function Available	
The Disaster Recovery system can be operated and maintained from a remote location.	Function Available	
The Disaster Recovery system functions as a hot standby Disaster Recovery site.	Function Available	
All operations of the primary site can be performed at the Disaster Recovery site.	Function Available	
Upon failover, the Disaster Recovery site can operate as a fully-functional standalone site.	Function Available	
Switching operations from the primary facility to the Disaster Recovery facility can be performed by an authorized user.	Function Available	
Switching operations from the Disaster Recovery facility to the primary facility can be performed by an authorized user.	Function Available	
The system at the Disaster Recovery facility can be switched to run as the primary CAD system provider, with the workstations at the failover facility and primary facility operating as live CAD workstations.	Function Available	
The workstations at the Disaster Recovery facility can be configured to operate on the primary system as additional workstations.	Function Available	
The Disaster Recovery failover does not require system shutdown and restart.	Function Available	
Events active prior to the Disaster Recovery failover are available as active events after the failover activation with no loss of data.	Function Available	
The system supports the management of servers and/or workstations using imaging software.	Function Available	
Redundant servers can be updated and maintained without degradation to primary system operation.	Function Available	

degradation to primary system operation.	Function Available	
The switch to the backup servers is seamless and transparent to users and performance is not degraded.	Function Available	
The system delivers a system message to selected workstations (e.g., supervisor, administrator) that primary operations have been switched to the backup system.	Function Available	
The system operates on backup servers without degradation to services or response time.	Function Available	
The system can be switched between the primary and backup servers on a regular basis and operate on either system indefinitely.	Function Available	
Network Printers and Printing:		
CAD workstations will be assigned a default printer.	Function Available	
CAD system printers will be networked and available to all workstations on the network.	Function Available	
When generating a print job, a user does not have to select a printer; the default printer will be automatically selected.	Function Available	
A user may select a printer when needed (e.g., plotter to print maps, color printer when printing reports).	Function Available	
Event data can be printed at any time during an event.	Function Available	
Closed events can be printed.	Function Available	
Event data may be printed to any CAD-configured printer.	Function Available	
Print of event data may be restricted to printing at a designated, secure printer at the discretion of the agency.	Function Available	
Print of event data may be restricted based on user, role and workstation security.	Function Available	
The system is capable of generating an event print option that does not contain non-public information (e.g., name of caller, caller telephone number, social security number).	Function Available	
When an item is submitted for printing, a confirmation message is returned to the workstation initiating the print request when completed.	Function Available	
Print transactions (including print screen) are recorded in the transaction/audit log and include the user identification (ID) and workstation ID initiating the print function.	Exception	Print transactions within PremierOne are recorded in the audit log. If an agency has enabled Clipboard History (Windows 10+) then all items copied, including print screen are logged and viewable until the workstation is restarted.
Remote Access Workstations		
The system supports access to the CAD system from workstations that are not directly connected to the CAD network.	Function Available	
The system supports a time-out feature for remote workstations that are inactive for an agency-defined time period.	Function Available	
The system allows access from a remote workstation through the use of web-based protocols.	Function Available	
The system is capable of configuring remote status monitor-only workstations.	Function Available	
Remote status monitor-only workstations may be excluded from the time-out feature.	Function Available	
System access from a remote workstation does not require a dedicated circuit, unless required to comply with CJIS.	Function Available	
Remote access is restricted to those authorized through the system security function and secured passwords (e.g., dual-factor authentication).	Function Available	
System access from a remote workstation will support Advanced Encryption Standard (AES) without degrading system throughput.	Function Available	
Remote workstation access to the CAD system complies with CJIS, State, and Agency security requirements.	Function Available	
Logons and Logoffs		
Ability to support a single user logon ID and password for the entire application environment.	Function Available	
Ability for a single user to be logged onto multiple workstations at the same time (e.g., logged into mobile computer in a vehicle and logged onto a station computer at the same time).	Function Available	
Ability to require that users logon to the system prior to operating any system functions.	Function Available	
Ability to track user logon/logoff times and locations for time reporting purposes.	Function Available	
Ability to support two-factor logon.	Function Available	
Ability to support third-party identification devices for logons.	Function Available	
Ability to restrict a logoff if primarily responsible for defined incidents and units.	Function Available	
Ability to automatically log and report a sign-in on top of someone who is already logged in.	Function Available	
Ability to automatically logoff a user after an agency-defined predetermined period of inactivity, based on user type and location.	Function Available	

Ability to provide system generated warning message prior to disabling device or user, and extend or reset automatic sign-off timer.	Function Available	
	Function Available	
Ability to save user's data or session prior to automatically logging off the user.	Function Available	An agency can configure session timeouts, which prompt the user to log off or transfer the session to another user. The user will be prompted if they have unsaved and/or unsent messages.
Ability to display date and time of last session upon user logon.	Function Available	
Ability to provide system generated message to system administrator or supervisor when an agency-defined number of unsuccessful sign-on attempts have occurred. The message must include, at a minimum:		
Date and time	Function Available	
Number of attempts	Function Available	
User ID	Function Available	
Workstation ID	Function Available	
Ability to distribute system generated message to system administrator or supervisor via email.	Function Available	
Ability to "lock out" a user and close applications after agency-defined number of attempted logons.	Function Available	
Ability to disable "lock out" feature.	Function Available	
Ability to provide varying security levels (application to be accessed, menu-option level) defined to the user level.	Function Available	
Ability to provide a secure lock-out with quick re-authentication to restrict access to systems from an unattended workstation.	Function Available	
Ability to prevent any external agency from having access to update, alter or delete data.	Function Available	
Ability to highlight, flag or otherwise alert users with the appropriate security access that a record or data element is confidential.	Function Available	
Ability to display message of "record not on file" or "record contents locked for security reasons - contact <name> for more information" to users without appropriate security access when searching for a confidential item.	Function Available	
Ability to globally restrict access to operating system.	Exception	Global restrictions to the Windows operating system are controlled through group policies either at the workstation or domain level and not through the PremierOne solution.
User IDs and Passwords		
Ability to maintain a history of de-activated user IDs.	Function Available	
Ability to have multiple administrative accounts.	Function Available	
Ability for vendor support to be provided via unique support accounts.	Function Available	
Ability to require the user to change individual password at logon after a user-defined time interval.	Function Available	
Ability for the systems administrator to reset password.	Function Available	
Ability for shift supervisors to reset passwords.	Function Available	
Ability for all passwords to be changed at agency-defined intervals, by user, with the ability to set a global maximum time.	Function Available	
Ability to disable password expiration feature.	Function Available	
Ability to require the user to enter a new password twice (e.g., to verify password).	Function Available	
Ability to produce auto-notification of impending password expiration.	Function Available	
Ability to enforce strong passwords per CJIS requirements.	Function Available	
Ability for user ID to be non-case-sensitive.	Function Available	
Ability for individual system users to change their own passwords.	Function Available	
Ability for system administrator to add and delete users.	Function Available	
Ability for system administrator to delete password when deleting a user.	Function Available	Passwords are deleted when a user is deactivated/disabled.
Ability to prevent reuse of previous agency-defined number of passwords.	Function Available	
Ability for system administrator to disable an account.	Function Available	
Ability to mask passwords when typed and encrypt passwords when stored and sent (i.e., no clear text passwords).	Function Available	
Ability for agency to define which user-groups can reset passwords (or create a security group that can reset passwords).	Function Available	
Ability for agency to define password and user ID creation criteria.	Function Available	
Audit Trails		
Ability to create a security group defining who has audit trail access permissions.	Function Available	
Ability to maintain an audit trail at the following levels:		
Individual	Function Available	
Record	Function Available	
Module	Function Available	

	Function Available	
Ability to log all actions including, but not limited to:		
Changes	Function Available	
Updates	Function Available	
Errors	Function Available	
Security violations	Function Available	
Attempted breaches	Function Available	
File maintenance transactions (e.g., create, read, add, update, delete transactions)	Function Available	
Inquiries to all internal and external systems	Function Available	
Transaction entries	Function Available	
Any report sent to a printer	Function Available	
Override	Function Available	
Successful sign-on	Function Available	
Unsuccessful sign-on attempts	Function Available	
Unauthorized attempts to access data	Function Available	
Ability to store audit trail data including, but not limited to:		
User ID	Function Available	
User name	Function Available	
Terminal ID	Function Available	
Printer ID	Function Available	
Security level	Function Not Available	User's security level is not stored as a value in the audit log.
Date and time stamp	Function Available	
Transaction type	Function Available	
Input, edit, deletion or inquiry	Function Available	
Before and after values of modified data	Function Available	
Type of data accessed during an inquiry	Function Available	
Reason any information was deleted	Exception	Administrative level document auditing is provided for all transactions including open, add, modify and delete. Data collected includes date/time, user and record type. All data and activities go through the audit service. An audit record is maintained for each record that contains the type of activity performed, the user who made the changes, the IP address where the change was made, as well as the before and after values for each changed field.
Reason any information was changed or updated	Exception	Administrative level document auditing is provided for all transactions including open, add, modify and delete. Data collected includes date/time, user and record type. All data and activities go through the audit service. An audit record is maintained for each record that contains the type of activity performed, the user who made the changes, the IP address where the change was made, as well as the before and after values for each changed field.
Ability to log all print transactions.	Function Available	
Ability to review all computer activity performed by a specified user during a period of time.	Exception	PremierOne audits activity associated to the application, which does not include all computer activity. Microsoft Windows may audit other activities such as those specific to the operating system or other installed applications.
Ability to log all vendor access to system (e.g., record a description of all vendor activity).	Function Available	
Ability to use the master source to synchronize time stamps for all application components.	Function Available	
Ability to maintain historical data based on an agency-defined length of time.	Function Available	
Ability to maintain file history so that field value changes can be viewed both before and after change occurred.	Function Available	
Ability to view all audit records for all databases.	Function Available	
Ability to view all audit records for all fields.	Function Available	
Ability to set audit log purge criteria.	Function Available	
Ability to perform purge based on criteria.	Function Available	
Ability to date, timestamp, view and audit all inquiries.	Function Available	
Ability of the system to assign a unique identifier to each record (i.e., log ID).	Function Available	
Ability to comply with CJIS requirements of NCIC and III transactions.	Function Available	
Ability for all audit and logging functionality to be configurable.	Function Available	
Ability to view audit trails online.	Function Available	
Ability to display a record and see (e.g., via a function key):		
Who made last change to record	Function Available	
Time and date stamp of last change to record	Function Available	
Modifications made to record (before and after values)	Function Available	
Ability to extract reports from the audit trail.	Function Available	
Ability to search for and by any data in the audit trail.	Function Available	
Ability to secure audit log from user tampering.	Function Available	
Ability to archive audit trails based on transaction type and/or date.	Function Available	
Ability to manually archive information based upon user-specified parameters (time, file size, etc.)	Function Available	

DocuSign Envelope ID: B8DA631F-C91C-4F12-ACF3-700D0156169D	Function Available	
Ability to easily query archived and current information by any combination of criteria.	Function Available	
Ability to configure the size the audit log must be before it is archived.	Function Available	
Ability to maintain file history so that field value changes can be viewed both before and after change occurred.	Function Available	

Exhibit D
CAD Funtional Specifications

Importance	Specification	Vendor Response	City Comments
	Global CAD Features		
	Ability to handle multiple types of public safety agencies or disciplines:		
Highly Advantageous	Law Enforcement	Function Available	
Highly Advantageous	Fire	Function Available	
Highly Advantageous	EMS	Function Available	
Highly Advantageous	Other public service units	Function Available	
	Ability for authorized user to configure any CAD workstation to handle:		
Highly Advantageous	Either call taking or dispatching functions	Function Available	
Highly Advantageous	Both call taking and dispatching functions	Function Available	
Highly Advantageous	CAD Administrator functions	Function Available	
Advantageous	Ability to configure any CAD workstation to accommodate a color-blind user (e.g., using icons, symbols, or text instead of colors).	Function Available	
Highly Advantageous	Ability to comply with ADA WCAG 2.0	Function Available	
Highly Advantageous	Ability to comply with ADA WCAG 2.1	Function Available	
Advantageous	Ability to dispatch any configured agency/discipline units from the same CAD application windows without significant changes.	Function Available	
Advantageous	Ability to comply with all standards associated with NFPA 1221's installation, maintenance and usage of emergency services communications systems.	Function Available	
Highly Advantageous	Ability to comply with published NENA NG9-1-1 standards.	Function Available	
Advantageous	Ability to comply with all NIEM standards.	Function Available	
Highly Advantageous	Ability to support both closest, most appropriate unit (based on AVL) dispatching and beat-based or "run card" dispatching.	Function Available	
Advantageous	Ability for each agency using the CAD system (i.e., Police and Fire) to enable and disable agency-specific resource recommendations.	Function Available	
	Ability to log all CAD transactions, including, but not limited to:		
Highly Advantageous	Additional units added to call	Function Available	
Highly Advantageous	Any change in unit location	Function Available	
Highly Advantageous	Any status change	Function Available	
Highly Advantageous	At patient	Function Available	
Highly Advantageous	At staging location	Function Available	
Highly Advantageous	Call assigned to unit's call queue	Function Available	
Highly Advantageous	Call dispatched	Function Available	
Highly Advantageous	Call priority change	Function Available	
Highly Advantageous	Call received	Function Available	
Highly Advantageous	Call re-routed	Function Available	
Highly Advantageous	Call reviewed	Function Available	
Highly Advantageous	Call transferred from E9-1-1 to CAD system	Function Available	
Highly Advantageous	Cleared	Function Available	
Highly Advantageous	Corrections, edits and deletions	Function Available	
Highly Advantageous	Other agency notifications	Function Available	
Highly Advantageous	Data Entry	Function Available	
Highly Advantageous	En route	Function Available	
Highly Advantageous	Error messages	Function Available	
Highly Advantageous	First due status	Function Available	
Highly Advantageous	Geoverification	Function Available	
Highly Advantageous	In area	Function Available	
Highly Advantageous	Incident appended or merged to another incident	Function Available	
Highly Advantageous	Incident closed	Function Available	
Highly Advantageous	Incident linked or associated to another incident	Function Available	
Highly Advantageous	Incident reopened	Function Available	
Highly Advantageous	Incident supplemented	Function Available	
Highly Advantageous	Incident updated	Function Available	
Highly Advantageous	Last-known unit location	Function Available	
Highly Advantageous	Location change	Function Available	
Highly Advantageous	Narrative changes	Function Available	
Highly Advantageous	On-scene	Function Available	
Highly Advantageous	Pre-empt (swap unit between incidents)	Function Available	
Highly Advantageous	Subsequent dispatcher reviews call	Function Available	
Highly Advantageous	Transferred to dispatcher (call entered)	Function Available	
Highly Advantageous	Unit receives call on mobile device	Function Available	
Highly Advantageous	Unit reviews call (if different from unit receives call)	Function Available	
Highly Advantageous	Unit name or number	Function Available	
Highly Advantageous	Vehicle number	Function Available	
Highly Advantageous	Ability to capture all Mobile logon/logoff data.	Function Available	
Advantageous	Ability to integrate CAD with existing email system on desktop.	Function Available	
Advantageous	Ability for CAD system to automatically send email notifications based upon user-defined criteria.	Function Available	
	Ability to access a browser-based CAD for:		
Highly Advantageous	Read-only purposes	Function Available	
Highly Advantageous	Enter calls	Function Available	
Advantageous	Edit calls	Function Available	
Advantageous	Request Case number	Function Available	
Advantageous	Close calls	Function Available	
Advantageous	Ability to allow two users to operate on the same CAD screen simultaneously (e.g., to allow a trainer and trainee to work on the same call).	Function Available	
Highly Advantageous	When multiple users are working on the same call, all user actions are logged but last-entered value retained.	Function Available	
	CAD Dashboard		
Advantageous	Ability to have an agency-configurable external-to CAD dashboard that summarizes ongoing CAD activities.	Function Available	
Highly Advantageous	Ability to configure CAD dashboard features by agency.	Function Available	
Highly Advantageous	Ability to configure CAD dashboard features by login.	Function Available	
Advantageous	Access to CAD dashboard can be publicly-accessible.	Function Available	
	Ability to provide alerts to CAD dashboard when:		
Advantageous	Staffing levels fall below minimum threshold	Function Available	
Advantageous	Activity exceeds an identified threshold	Function Available	
Advantageous	Alarm levels exceeds an identified threshold	Function Available	
Advantageous	Any agency-defined trigger threshold is met	Function Available	
Advantageous	Any agency-defined trigger threshold is met	Function Available	
	Application User Interface		
Advantageous	Ability for agency to determine which window configuration options are configurable at the user level.	Function Available	
	Ability for users to customize window views, including, but not limited to:		
Advantageous	Font size	Function Available	
Advantageous	Font colors	Function Available	
Advantageous	Font type	Function Available	
Advantageous	Window background color	Function Available	
Advantageous	Window sizes	Function Available	
Highly Advantageous	Window locations	Function Available	
Advantageous	What fields are displayed	Function Available	
Advantageous	Order in which fields are displayed	Function Available	
Highly Advantageous	Ability to save window configurations based on user IDs (e.g., not workstation-specific).	Function Available	
Highly Advantageous	Ability for all configured colors to match throughout the application (e.g., unit status color is the same in active queue as displayed in map)	Function Available	
Advantageous	Ability to maintain window configuration settings during upgrades.	Function Available	
Advantageous	Ability to allow a return to system default settings within at least 2 key strokes or a single command.	Function Available	
Advantageous	Ability to prevent a user from closing critical windows (e.g. unit status window).	Function Available	
Advantageous	Ability for all minimized windows to re-open if a new user logs onto the workstation.	Function Available	

	Ability to provide system-wide consistent, common screen formats that display the following:		
Advantageous	Current system date and time	Function Available	
Advantageous	Screen name/description	Function Available	
Advantageous	System name/description	Function Available	
Advantageous	User ID	Function Available	
	Ability to perform any system command and function using any of the following methods:		
Advantageous	Command lines	Function Available	
Advantageous	Toolbar	Function Available	
Advantageous	Keyboard	Function Available	
Advantageous	Right mouse click	Function Available	
Advantageous	Short cut commands	Function Available	
Advantageous	User defined function keys (hot keys)	Function Available	
Advantageous	Ability to define function key assignments differently, by agency.	Function Available	
Advantageous	Ability to execute any CAD function using the keyboard.	Function Available	
Advantageous	Ability to execute any CAD function without the use of delimiters from the command line.	Function Available	
Advantageous	Ability to execute any CAD function using the mouse.	Function Available	
	Ability for system to include the following:		
Advantageous	Automatic defaults	Function Available	
Advantageous	Field prompts (e.g., fields that need to be filled in based on previous responses)	Function Available	
Advantageous	Online, interactive help	Function Available	
Advantageous	Ability to display system messages on a pop-up window.	Function Available	
Advantageous	Ability to display system messages without affecting work in progress.	Function Available	
Advantageous	Ability to minimize or maximize any activity screen.	Function Available	
Advantageous	Ability to have multiple windows open at the same time.	Function Available	
Advantageous	Ability to tile or cascade multiple windows on screen.	Function Available	
Advantageous	Ability to hyperlink to related information.	Function Available	
	Ability to display the following information on the screen during normal operations:		
Advantageous	Group	Function Available	
Advantageous	Message alert	Function Available	
Advantageous	Radio talk group (on dispatcher screen)	Function Available	
Advantageous	Time	Function Available	
Advantageous	Date	Function Available	
Advantageous	Ability to set task triggers or reminders from within the CAD application.	Function Available	
Advantageous	Ability to provide multiple command lines.	Function Available	
Advantageous	Ability to create or display a new command line with a single keystroke.	Function Available	
Advantageous	Ability to link a command line to a distinct incident.	Function Available	
Advantageous	Ability to enter commands in any order on the command line.	Function Available	
Advantageous	Ability to enter more than one command on a single command line.	Function Available	
Advantageous	Ability to provide automatic word wrap when entering free-style text.	Function Available	
Highly Advantageous	Ability to use arrow and tab keys to scroll around within a window.	Function Available	
Highly Advantageous	Ability to display one or more status windows at the same time.	Function Available	
Advantageous	Ability to manually create a time stamp (e.g., writing in the narrative, press CTRL + D to enter date/time)	Function Available	
	Time Stamps		
Highly Advantageous	Ability to date and time stamp all CAD transactions.	Function Available	
	Ability to capture and store time stamps, including but not limited to the following:		
Highly Advantageous	Call pickup in 911	Function Available	
Highly Advantageous	Call for service created (call entered into system)	Function Available	
Highly Advantageous	Call dispatched	Function Available	
Highly Advantageous	Call transferred to another agency	Function Available	
Highly Advantageous	En route	Function Available	
Advantageous	Staging	Function Available	
Advantageous	In area	Function Available	
Advantageous	Location change	Function Available	
Highly Advantageous	On scene	Function Available	
Advantageous	At site of incident (e.g., 6th floor of high rise)	Function Available	
Advantageous	At patient	Function Available	
Highly Advantageous	En route hospital	Function Available	
Highly Advantageous	At hospital	Function Available	
Highly Advantageous	Call cleared	Function Available	
Highly Advantageous	Incident level upgrade	Function Available	
Highly Advantageous	Premise information viewed	Function Available	
Advantageous	Any unit status change	Function Available	
Advantageous	Ability to log and display all CAD times to 1/10 of a second.	Function Available	
Advantageous	Ability to manually override a time stamp (e.g., if a unit forgets to hit "on-scene" and dispatcher needs to "back time" the time stamp).	Function Available	
Advantageous	Ability to capture a time stamp for the overridden time stamp (e.g., the time the time stamp was overridden).	Function Available	
Advantageous	Ability for all overridden date and time stamps to be clearly recorded and displayed as a manually entered override time.	Function Available	
	Timers		
Highly Advantageous	Ability to provide incident timers and alerts based upon agency-defined parameters (e.g., type of incident, unit arrival time, priority status) and times.	Function Available	
Highly Advantageous	Ability to manually set incident timers and alerts.	Function Available	
Advantageous	Ability to display call timers on CAD screens.	Function Available	
	Ability to notify dispatchers and supervisors of the following upon expiration of a call timer:		
Advantageous	CAD incidents not cleared	Function Available	
Advantageous	CAD incidents received that have not been opened	Function Available	
Advantageous	Open incidents that have not been viewed after a user-defined or agency-defined default length of time	Function Available	
Advantageous	No response from field personnel after an agency-defined length of time	Function Available	
	Ability to alert operator to the expiration of the timer via:		
Advantageous	Audible alert	Function Available	
Highly Advantageous	Visual alert	Function Available	
Advantageous	Ability to record acknowledgement of timer alert.	Function Available	
	Ability to provide the operator of the following options when a status timer expires:		
Advantageous	Modify to new time value	Function Available	
Advantageous	Reset to default value	Function Available	
	Flags and Notifications		
	Ability to clearly display the presence of:		
Advantageous	Hazardous information	Function Available	
Highly Advantageous	Premise history	Function Available	
Advantageous	Pre-Plans	Function Available	
	Ability for notifications to include:		
Advantageous	Audible alert	Function Available	
Advantageous	Visual flags	Function Available	
Highly Advantageous	Ability for a user to quickly access information related to a call flag or notification (e.g., click on the flag to pull up the related information).	Function Available	
Highly Advantageous	Ability to flag multiple addresses associated with a call for service.	Function Available	
	Ability to display information associated with a call flag in such a way that it is easily accessible on the screen but does not interfere with other incident information (e.g., display the related information in a separate tab or window).	Function Available	
Advantageous	Ability to append call flag text to an incident.	Function Available	
	Ability to filter flags displayed by agency (e.g., have Fire Department information, such as pre-plans, available to Police Department, but allow the Police Department to filter whether or not the flags are displayed).	Function Available	
Highly Advantageous	Ability to indicate the number of past incidents at a location for a user-defined period of time.	Function Available	
Highly Advantageous	Ability to add a temporary flag, comment or note to a location.	Function Available	

Advantageous	Ability to include flagged information with dispatches sent to responding units.	Function Available	
	Call Taking		
	Call Receipt		
	Ability to receive call data from:		
Highly Advantageous	E9-1-1 phone system	Function Available	
Advantageous	Other City phone system (e.g., 3-1-1)	Function Available	
Advantageous	Non-emergency 10 digit phone numbers	Function Available	
Highly Advantageous	Private alarm companies	Function Available	
Highly Advantageous	CAD-to-CAD Interface	Function Available	
Advantageous	Web-based interface/application	Function Available	
Advantageous	Mobile interface/application (Laptops)	Function Available	
Advantageous	Handheld interface/application (Phones, tablets)	Function Available	
Highly Advantageous	Ability to support Phase I wireless location validation from cellular callers.	Function Available	
Highly Advantageous	Ability to support Phase II wireless location validation from cellular callers.	Function Available	
Highly Advantageous	Ability to support Next-Gen 9-1-1 location validation from callers.	Function Available	
	Ability to automatically create a call for service when a 911 call comes in through the phone system (e.g., create a call and open a call entry mask).	Function Available	
Highly Advantageous	Ability for agency to define a code table for outcomes of incoming 911 calls (e.g., non-dispatched call, abandoned call, hang-up call, etc.).	Function Available	
	Call Data Entry		
Advantageous	Ability for users to use either preformatted screens or command lines for incident entry.	Function Available	
	Ability to capture all incoming call information from the E9-1-1 system, including, but not limited to:		
Advantageous	Caller name	Function Available	
Highly Advantageous	Caller telephone number	Function Available	
Advantageous	Caller address/location calling from	Function Available	
Highly Advantageous	Incident location	Function Available	
Advantageous	Alternate telephone number	Function Available	
Highly Advantageous	Cellular phone service provider	Function Available	
Highly Advantageous	Phase I or Phase II indication	Function Available	
Advantageous	X/Y coordinates	Function Available	
Advantageous	TTY conversation	Function Available	
Advantageous	Any other information captured by the E9-1-1 system	Function Available	
	Ability for narrative fields to have the following attributes:		
Advantageous	Unlimited number of comment lines	Function Available	
Advantageous	Word wrap	Function Available	
Advantageous	Spell check	Exception	PremierOne CAD minimizes distractions by not enabling spell check. This allows the user to focus on entering and/or dispatching the incident as quickly as possible.
Advantageous	Ability to document multiple callers/witnesses/suspects for a single incident.	Function Available	
Advantageous	Ability to print ANI/ALI import data.	Function Available	
Advantageous	Ability to capture and save separate file of ANI/ALI import data.	Function Available	
	Ability to enter standard vehicle information in defined fields and record the entered information as part of the incident record.	Function Available	
Advantageous	Ability to enter suspect information in defined fields and record the entered information as part of the incident record.	Function Available	
Advantageous	Ability to generate another incident from a previous incident.	Function Available	
Highly Advantageous	Ability to generate an incident from a previous incident across agencies (e.g., Police to Fire and vice versa)	Function Available	
	Location Capture		
Advantageous	Ability to receive geographic coordinates from a cellular telephone carrier.	Function Available	
	Ability to automatically populate the location field with ALI information if the new incident is occurring at the ALI reported location.	Function Available	
Advantageous	Ability to capture incident location separately from caller location.	Function Available	
	Ability to type in locations in the following formats:		
Highly Advantageous	Commonplace name	Function Available	
Highly Advantageous	Intersection	Function Available	
Highly Advantageous	Named location (e.g., on-ramp on an interstate)	Function Available	
Highly Advantageous	Street address	Function Available	
Highly Advantageous	Ability to type in either street first when entering intersections.	Function Available	
Highly Advantageous	Ability to save intersections as identical address point regardless of order of streets entered (e.g., 1st/Main same as Main/1st)	Function Available	
Highly Advantageous	Ability to enter addresses on one line.	Function Available	
	Ability for system to automatically parse address data into address data fields including:		
Advantageous	Street number	Function Available	
Advantageous	Street name	Function Available	
Advantageous	Street prefix	Function Available	
Advantageous	Street suffix (NW, SW, NE, SE)	Function Available	
Advantageous	Street type (Av, Ln, Bd, "None")	Function Available	
Advantageous	Location common name	Function Available	
Advantageous	Unit/Building number	Function Available	
Advantageous	Apartment	Function Available	
Advantageous	City	Function Available	
Advantageous	County	Function Available	
Advantageous	State	Function Available	
Advantageous	Zip	Function Available	
Advantageous	Road classification	Function Available	
Advantageous	Address extensions (1/2, rear, drive, etc.)	Function Available	
Advantageous	Any other common identifiers in regard to addresses	Function Available	
	Location Verification		
Highly Advantageous	Ability to verify locations for any address entered into the system.	Function Available	
Advantageous	Ability to use the ALI reported location address for address verification.	Function Available	
	Ability to use the coordinate-based geofile to determine if there are premise or hazard records within the user-defined radius of a new call.	Function Available	
	Ability to verify each incident address entered as part of a CAD incident, including:		
Advantageous	Address range	Function Available	
Highly Advantageous	Building name	Function Available	
Highly Advantageous	Business name	Function Available	
Highly Advantageous	Premise name	Function Available	
Advantageous	Centerline	Function Available	
Advantageous	Intersections	Function Available	
Advantageous	Address	Function Available	
	Ability to display closest address matches based on:		
Highly Advantageous	Block ranges	Function Available	
Highly Advantageous	Building name	Function Available	
Highly Advantageous	Business name	Function Available	
Advantageous	Premise name	Function Available	
Advantageous	Common place names	Function Available	
Advantageous	Intersections	Function Available	
Advantageous	Phonetic spelling	Function Available	
Advantageous	Previous street name	Function Available	
Advantageous	Soundex	Function Available	
Advantageous	Street name	Function Available	
	Ability to display an unlimited number of common place names during the address verification process.	Function Available	
Advantageous	Ability to limit the number of common place names during the address verification process (e.g., maximum of 25 to prevent system overload).	Function Available	
	Ability to accept as correct an address or location that matches a unique location record in the geofile.	Function Available	
	Ability to enter a valid street name and be presented with:		
Advantageous	Aliases	Function Available	
Advantageous	Associated address ranges	Function Available	
Advantageous	List of cross streets	Function Available	

Advantageous	Ability to translate call location to appropriate public safety geographical boundary (e.g. district, beat, sector, etc.).	Function Available	
Advantageous	Ability to translate alias names to actual street names or addresses.	Function Available	
Advantageous	Ability to list address choices by alphabetical and/or numerical sequential order (e.g., 1,2,3 as opposed to 1, 11, 2, 20, 3).	Function Available	
Advantageous	Ability to notify dispatcher through a visual and/or audible flag if multiple street addresses/street names/intersections are found in geofile.	Function Available	
Highly Advantageous	Ability to offer a list of address options if multiple similar ('soundex', spelling, number/numeric) addresses/intersections/street names are found in geofile.	Function Available	
Advantageous	Ability to conduct multiple searches so that, if there is no address match, the system will continue to search for possible address matches and present user with a list of possible matches.	Function Available	
Highly Advantageous	Ability to display, on a map the incident location in relation to other active incidents on the map during the incident entry process.	Function Available	
Advantageous	Ability to enter a reason for overridden location.	Function Available	
Advantageous	Ability to log all locations that fail geofile validation.	Function Available	
Advantageous	Ability to indicate in failed validation log if discrepancy was due to ALI discrepancy or a geofile discrepancy.	Function Available	
Advantageous	Ability to manually override and correct address/location presented in CAD incident without correction affecting address/location stored in geofile.	Function Available	
	Ability for notification of correction to be automatically generated and sent to geofile administrator whenever a user manually overrides and corrects an address/location.		
Advantageous	Email	Function Available	PremierOne automatically tags bypassed and forced addresses. Users can also manually note issues with addresses. A scheduled report could be run utilizing SQL Server Reporting Services and emailed to the appropriate parties.
Advantageous	Message	Function Not Available	Automatically messaging geofile errors to the geofile administrator is not available.
Advantageous	Ad hoc or pre-built printable export	Function Available	
	Ability for the notification of correction to capture the following:		
Advantageous	Address/location information as presented (ANI/ALI information)	Function Available	
Advantageous	Address/location data as corrected by the user	Function Available	
Advantageous	Error type	Function Available	
Advantageous	Date/time of report	Function Available	
Advantageous	User ID	Function Available	
Advantageous	Ability to accept and validate "out of jurisdiction" addresses.	Function Available	
Advantageous	Ability to flag "out of jurisdiction" addresses.	Function Available	
	Call Classification and Prioritization		
Highly Advantageous	Ability to create and maintain call screening menus or prompts that can be used to aid the call-taker in determining the appropriate incident type code.	Function Available	
Advantageous	Ability to provide an option to generate automatic notifications to appropriate personnel upon entry of agency-defined call types. [If this functionality can be provided, describe how the message can be sent to the appropriate personnel in the "comments" section]	Function Available	
Highly Advantageous	Ability to display a drop-down list containing incident types.	Function Available	
Highly Advantageous	Ability for system to automatically enter the appropriate agency-defined priority for each new incident based on call type.	Function Available	
Highly Advantageous	Ability to override default incident priority.	Function Available	
Advantageous	Ability to allow the authorized user to manually upgrade or downgrade the system-assigned priority.	Function Available	
Advantageous	Ability for the system to recognize an escalating alarm level as a single incident and clearly identify when the alarm level was upgraded.	Function Available	
Highly Advantageous	Ability for dispatcher to change call type without impacting active call data.	Function Available	
Highly Advantageous	Ability to reclassify a call based upon additional information.	Function Available	
	Incident Initiation		
Highly Advantageous	Ability to initiate an incident from the input of location/address and incident type.	Function Available	
Advantageous	Ability to input all call and narrative information on one screen.	Function Available	
Advantageous	Ability to display a blank form for entering new incidents with a single keystroke, mouse click or function key upon initiation of a CAD incident.	Function Available	
Highly Advantageous	Ability to copy/duplicate an existing incident to create a new incident at the same location.	Function Available	
Highly Advantageous	Ability to open and view multiple incident entry windows simultaneously.	Function Available	
Advantageous	Ability to cascade/tile multiple incident entry windows.	Function Available	
	Ability to enter incidents using:		
Highly Advantageous	Standard call entry screen form	Function Available	
Highly Advantageous	CAD command on a command line	Function Available	
Advantageous	Map by clicking on a location	Function Available	
	Duplicate Call Management		
Advantageous	Ability to identify potential duplicate calls.	Function Available	
	Ability to automatically identify potential duplicate calls based on:		
Advantageous	Agency-defined radius around incident location	Function Available	
Advantageous	Agency-defined time parameter	Function Available	
Advantageous	Incident/type code	Function Available	
Advantageous	Specific incident address/event location	Function Available	
Highly Advantageous	Ability to display proximity calls on a map (e.g., to assist dispatchers in identifying possible duplicate calls).	Function Available	
Advantageous	Ability to include recently closed incidents in the potential duplicate call identification process.	Function Available	
Advantageous	Ability to include field-initiated calls in the potential duplicate call identification process.	Function Available	
Advantageous	Ability for system administrator to define "recently closed" through a configuration parameter (e.g., time period).	Function Available	
Advantageous	Ability to manually identify a duplicate call and then combine entered call details with primary call.	Function Available	
	Ability to provide the dispatcher with the following information about possible duplicate incidents:		
Highly Advantageous	Incident details	Function Available	
Highly Advantageous	Incident location	Function Available	
Advantageous	Incident status	Function Available	
Advantageous	Incident/type code	Function Available	
Advantageous	Time the incident was initiated	Function Available	
Advantageous	Units assigned	Function Available	
Advantageous	User-defined proximity to current incident	Function Available	
Advantageous	Original dispatcher	Function Available	
	Ability for the dispatcher to do any of the following if a CAD incident is determined to be a duplicate call:		
Highly Advantageous	Add to the original incident record a second complainant with complete complainant information and additional incident comments	Function Available	
Advantageous	Cancel the newly-entered call.	Function Available	
Advantageous	Close a duplicate incident and cross-reference it to the original CAD incident	Function Available	
Advantageous	Create an entirely new incident using existing address data	Function Available	
Advantageous	Ability to include text from duplicate calls in the primary call.	Function Available	
Advantageous	Ability for a dispatcher to handle duplicate calls (e.g., dispatcher identifies a call as a duplicate after the call has been transferred from the call taker).	Function Available	
	Premise Information Retrieval		
	Ability to automatically initiate, upon address verification, an address inquiry to:		
Advantageous	Police RMS	Function Available	
Advantageous	Fire RMS	Function Available	
Advantageous	Regional dataset	Function Available	
Advantageous	Agency-defined file	Function Available	
Advantageous	Any CAD file containing address information (e.g., trespass, hazardous materials, premise history, etc.)	Function Available	
	Ability to search for premise information based on:		
Advantageous	Address with sub-address (i.e., unit number, building floor, apartment number, building complex number/letter, fractions, descriptors)	Function Available	

Highly Advantageous	Block ranges	Function Available	
Advantageous	Business name	Function Available	
Advantageous	Common place names	Function Available	
Advantageous	Intersections	Function Available	
Advantageous	Ability to automatically show premise history related to a current incident.	Function Available	
Advantageous	Ability to view the number of previous calls at a location without having to open a separate screen.	Function Available	
Advantageous	Ability to drill down and view past incidents from premise history.	Function Available	
	Ability to retrieve and attach to a CAD call any information regarding:		
Advantageous	Alarm/access/entry code	Function Available	
Advantageous	Domestic violence	Function Available	
Advantageous	Emergency contact information	Function Available	
Advantageous	Firearms	Function Available	
Advantageous	Hazardous materials	Function Available	
Advantageous	Medical concerns	Function Available	
Advantageous	Occupancy	Function Available	
Advantageous	Pre-plan reference information	Function Available	
Advantageous	Previous calls for service	Function Available	
Advantageous	Previous contact with vehicle(s) associated with the call	Function Available	
Advantageous	Previous contacts with person(s) associated with the call	Function Available	
Advantageous	Search caller/reporting party field	Function Available	
Advantageous	Other information contained in the premise file	Function Available	
Advantageous	Ability for map to display all known hazards within a user-defined radius.	Function Available	
Highly Advantageous	Ability to record in the incident history that premise history has been viewed by the user.	Exception	Viewing of premise hazards is recorded in the audit log, but is not visible in the incident history.
Advantageous	Ability for premise information to be available to user but not prevent operator from continuing current work (e.g., window does not cover entire workstation screen).	Function Available	
	Partial Call Entry		
Advantageous	Ability to save one or more partially complete incidents in order to enter a higher priority incident, keeping all entered data intact.	Function Available	
Advantageous	Ability to transfer a partially completed incident with a "details to follow" notification to another user.	Function Available	
Advantageous	Ability to provide a warning (visual and/or audible) that a partially complete incident has been held for an agency-defined period of time.	Function Available	
	Ability to display a summary of all partially completed incidents being held, awaiting completion, including:		
Advantageous	Elapsed time that the call has been on hold	Function Available	
Advantageous	Dispatcher identification number that placed the call on hold	Function Available	
Advantageous	Position that placed the call on hold	Function Available	
Advantageous	Ability to display a summary of all partially completed incidents being held, awaiting completion, by agency.	Function Available	
Advantageous	Ability for any user to select a partially complete incident from the summary list, and complete the incident entry process.	Function Available	
	Incident Scheduling		
Advantageous	Ability to enter incidents scheduled for dispatching at a later time (e.g., several hours/days later), maintaining the original time of entry.	Function Available	
Advantageous	Ability to modify incidents scheduled for dispatching at a later time (e.g., several hours/days later), maintaining the original time of entry.	Function Available	
Advantageous	Ability to cancel incidents scheduled for dispatching at a later time (e.g., several hours/days later), maintaining the original time of entry.	Function Available	
Advantageous	Ability to schedule a type of incident to occur on a regular basis.	Function Available	
	CAD Mapping Requirements		
	General Mapping Requirements		
Highly Advantageous	Ability for mapping functionality to be integrated into CAD starting at call receipt and continuing through to the conclusion of a CAD incident.	Function Available	
Advantageous	Ability to view map through a browser-based interface.	Function Available	
Highly Advantageous	Ability to map incoming 911 calls.	Function Available	
Highly Advantageous	Ability to map incident location during address verification.	Function Available	
Advantageous	Ability to display an address on the map when it is entered into the command line.	Function Available	
Highly Advantageous	Ability to provide point and certainty radius of caller as related to wireless Phase I and Phase II mapping.	Function Available	
Advantageous	Ability to distinguish between Phase I and Phase II on map by using different symbols, colors and/or text.	Function Available	
Advantageous	Ability for system administrator to define Phase I and Phase II symbols and colors.	Function Available	
Highly Advantageous	Ability to point with cursor to the incident location on map and have location data populate CAD address fields.	Function Available	
Advantageous	Ability to view map in a separate window.	Function Available	
	Ability to allow users to customize map views including, but not limited to:		
Advantageous	Font size	Exception	Font size is set by Administrators and scales as the map is zoomed in or out.
Advantageous	Level of detail	Function Available	
Highly Advantageous	Screen size	Function Available	
Advantageous	Ability to use a mouse to "click on" a point at any zoom level and have the street name and latitude/longitude information displayed.	Function Available	
	Ability to display user-defined street information, at a minimum, by:		
Highly Advantageous	Block number or address range	Function Available	
Advantageous	Latitude/longitude	Function Available	
Highly Advantageous	Prefix directional (N, E, S, W, NE, NW, SE, SW)	Function Available	
Highly Advantageous	Street name (including alias)	Function Available	
Highly Advantageous	Street type	Function Available	
Advantageous	Sub-address (i.e., unit number, building floor, apartment number, etc.)	Function Available	
Highly Advantageous	Suffix directional (N, E, S, W, NE, NW, SE, SW)	Function Available	
Advantageous	Ability to click on a location on a map and pull up any supplemental information (e.g., fire pre-plan, hazards, incident history, etc.) associated with that an agency-defined parameter around the location (address, building, block, etc.).	Function Available	
Advantageous	Ability to display flags on locations containing additional information (e.g., fire pre-plans, hazards, incident history, etc.).	Function Available	
Advantageous	Ability to limit the ability to attach files to addresses based on user ID.	Function Available	
Advantageous	Ability to support a map layer for aerial spatial images.	Function Available	
Advantageous	Ability to support multiple map configurations by agency.	Function Available	
Advantageous	Ability to integrate specific map data associated with an event (e.g., festival, parade, sporting event).	Function Available	
Advantageous	Ability to support plume modeling and create it as a GIS layer.	Function Not Available	Additional layers can be added to the geofile, but the layer would be created in a 3rd-party plume modeling application.
Advantageous	Ability to support fire modeling and create it as a GIS layer.	Function Not Available	Additional layers can be added to the geofile, but the layer would be created in a 3rd-party fire modeling application.
Advantageous	Ability to display anticipated response times between two points on a map.	Function Available	
Highly Advantageous	Ability to manually display driving directions between two points on a map.	Function Available	
Advantageous	Ability to edit map data in industry-standard ESRI applications and formats.	Function Available	
	Map Navigation		
	Ability to provide the following map navigation functionality:		
Highly Advantageous	Pan from given area to adjacent area	Function Available	
Advantageous	Return back to previous view	Function Available	
Highly Advantageous	Zoom in on area for enhanced detail	Function Available	
Highly Advantageous	Zoom out of an area	Function Available	
Highly Advantageous	Move up and down	Function Available	
Highly Advantageous	Move left and right	Function Available	
Highly Advantageous	Ability to zoom in on a location and see actual location of unit(s) (if equipped with AVL).	Function Available	
Advantageous	Ability for user to update/modify map displays (e.g., preset default zoom levels and views).	Function Available	
Advantageous	Ability to utilize color, text, and/or symbols to distinguish status of unit.	Function Available	
Highly Advantageous	Ability for map to center, zoom to call location (via CAD).	Function Available	
Highly Advantageous	Ability for map to center on and zoom to location upon incident entry.	Function Available	

Advantageous	Ability for dispatcher to "zoom" map display to predefined views (Jurisdiction, City/County boundary, region, etc.)	Function Available	
Advantageous	Ability for dispatcher to "zoom" map display for user-defined area by clicking and dragging (i.e., user shall be able to graphically define area to display and system shall present defined area and adjust resolution of map accordingly).	Function Available	
	Ability to center map display on:		
Highly Advantageous	CAD incident location	Function Available	
Highly Advantageous	Last known location of vehicle (AVL or unit status)	Function Available	
Highly Advantageous	Specified geographic area	Function Available	
Highly Advantageous	Specified vehicle/unit	Function Available	
Highly Advantageous	Vehicle in pursuit mode	Function Available	
Highly Advantageous	Vehicle activating emergency button	Function Available	
Advantageous	Ability to close streets by clicking on a specific area (e.g., street, hundred block area) from the CAD map.	Function Available	
Highly Advantageous	Ability to adjust routing recommendations based on closed streets.	Function Available	
Advantageous	Ability for user to define an expected duration for street closures.	Function Available	
Advantageous	Ability to alert user when the expected duration for a street closure has expired.	Function Available	Road closures activations and cancellations are audited and transferred to the Reporting Data Warehouse (RDW) where email can be generated alerting users.
Advantageous	Ability to push closed street information to mobile computers.	Function Available	
Advantageous	Ability to provide directions to an incident from a unit's last known location or, if available, current location based on AVL.	Function Available	
Advantageous	Ability to provide, in a separate map tab or area, predefined map views of any available map layer.	Function Available	
Highly Advantageous	Ability for users to define which map layers are displayed.	Function Available	
	Ability to view on map the locations of:		
Highly Advantageous	All pending and active 911 calls	Function Available	
Highly Advantageous	Units based on AVL or last known locations	Function Available	
Advantageous	Ability to display an active, or closed call for service and have it automatically show up on the map.	Function Available	
Advantageous	Ability to select a unit and have its location automatically display on the map.	Function Available	
Advantageous	Ability to add user-defined 'pins' to map.	Function Not Available	Custom, user-defined pins are not supported
Advantageous	Ability to label all call locations with the call number.	Function Available	
Advantageous	Ability to keep an address displayed on the map until it is manually cleared.	Function Available	
Advantageous	Ability to obtain detailed incident information by double-clicking on map location.	Function Available	
Advantageous	Ability to display on-scene unit ID with incident number and call type.	Function Available	
Advantageous	Ability to change the displayed unit location on a map to reflect updated locations.	Function Available	
	Ability to display call information by clicking/hovering on:		
Advantageous	Incident location	Function Available	
Highly Advantageous	Incident number	Function Available	
Advantageous	On-scene unit ID	Function Available	
Advantageous	Units assigned to call	Function Available	
	Ability for agency to define what call information is displayed when clicking/hovering on:		
Advantageous	Incident location	Function Available	
Advantageous	Incident number	Function Available	
Advantageous	On-scene unit ID	Function Available	
Advantageous	Ability for user to turn off "hovering" functionality.	Function Available	
	Ability to zoom to relevant map location by searching on available map layer information including, but not limited to:		
Advantageous	Common names	Function Available	
Advantageous	Common places	Function Available	
Highly Advantageous	Intersection	Function Available	
Advantageous	Hydrants	Function Available	
Highly Advantageous	Incident number	Function Available	
Advantageous	Latitude/longitude	Function Available	
Advantageous	Parcel address including hundred block	Function Available	
Advantageous	Parcel owner	Function Available	
Advantageous	Phone numbers	Function Available	
Advantageous	Owner address	Function Available	
Advantageous	Owner name	Function Available	
Advantageous	Owner telephone number	Function Available	
Highly Advantageous	Street names	Function Available	
	Ability to select vehicles to display on map (filter) by user-defined criteria including, but not limited to:		
Advantageous	Battalion	Function Available	
Advantageous	Beat	Function Available	
Advantageous	Fire zone box	Function Available	
Advantageous	Incident number	Function Available	
Advantageous	Incident type	Function Available	
Advantageous	Reporting district	Function Available	
Advantageous	Sector	Function Available	
Advantageous	Status	Function Available	
Advantageous	Type	Function Available	
Advantageous	Unit ID	Function Available	
	Marquee Functionality		
Advantageous	Ability to display map on a large marquee monitor.	Function Available	
Advantageous	Ability for the agency to define map layers displayed on the marquee map.	Function Available	
	Automatic Vehicle Location (AVL)		
Highly Advantageous	Ability to support the use of a continuous, real-time AVL system via a CAD interface.	Function Available	
Advantageous	Ability to support the use of multiple continuous, real-time AVL data feeds for a single unit.	Function Available	
Advantageous	Ability to support the use of multiple continuous, real-time AVL data formats (TAIP, NMEA, Windows Location, etc).	Function Available	
Highly Advantageous	Ability to control AVL functionality from within the context of CAD so that the user does not have to leave the CAD workstation keyboard or mouse.	Function Available	
Advantageous	Ability to integrate AVL and regional routable centerline for most appropriate unit dispatching.	Function Available	
	Ability to turn AVL on/off by:		
Advantageous	Agency	Function Available	
Advantageous	Unit	Function Available	
Advantageous	When a unit's AVL is turned off, ability to default to agency-defined defaults for dispatching.	Function Available	
Advantageous	When an agency's AVL is turned off, ability to default to agency-defined defaults for dispatching.	Function Available	
Advantageous	Ability to display average speed of vehicle between two points when data is polled.	Function Available	
Highly Advantageous	Ability to display the location of all units regardless of status.	Function Available	
Advantageous	Ability to display active incident and unit status on the map with colors, text and/or symbols. Colors, text and/or symbols should be same as used in CAD.	Function Available	
Highly Advantageous	Ability to display unit numbers.	Function Available	
Advantageous	Ability to automatically remove a unit from the map when the unit logs off the Mobile.	Function Available	
Advantageous	Ability to log the specific x/y coordinate from where the unit was dispatched prior to responding to an incident.	Function Available	
Advantageous	Ability to provide AVL playback, capturing unit location changes indicating the direction and speed of which the resource traveled.	Function Available	
Advantageous	Ability to automatically log fire apparatus status as en route to a call upon exiting the station to respond to a call for service.	Function Available	
Advantageous	Ability for each agency to define what constitutes on-scene (e.g., police may be considered on-scene a block from an incident location).	Function Available	
Advantageous	Ability to prevent or log in the assigned incident, use of on-scene function if unit is not actually on-scene.	Function Available	Although the solution does not prevent the unit from changing their status, it will log the location of the unit in the AVL history at the time of the status change.
Advantageous	Ability to utilize AVL location information to create self-initiated incidents and unit recommendations without manual intervention.	Function Available	

	Dispatching		
	CAD Incident Retrieval		
	Ability to cause a distinct user configurable change on the dispatcher's screen to indicate a new incident is waiting, if the window used for incident control is busy:		
Advantageous	Audible alert	Function Available	
Advantageous	Visual alert	Function Available	
	Ability to cause a distinct user configurable change on the dispatcher's screen to indicate any change in the incident (e.g., comments added, location change, etc.):		
Advantageous	Audible alert	Function Available	
Highly Advantageous	Visual alert	Function Available	
Advantageous	Ability for system administrator to create a list of protocols and activities accessible by dispatchers based on incident type and priority.	Function Available	
Highly Advantageous	Ability to retrieve a CAD incident and review all available information already entered up to the point of incident retrieval.	Function Available	
Highly Advantageous	Ability to pull up a specific incident.	Function Available	
Advantageous	Ability to retrieve the oldest, highest priority incident from the pending incidents queue for review.	Function Available	
Advantageous	Ability to review each pending incident sequentially.	Function Available	
Advantageous	Ability to review each pending incident by time entered.	Function Available	
Advantageous	Ability to review each pending incident by time elapsed.	Function Available	
Advantageous	Ability to keep incidents in pending queue indefinitely.	Function Available	
	Resource Recommendation		
	Ability to automatically provide appropriate resource recommendations based on any combination of:		
Advantageous	Station order	Function Available	
Advantageous	Agency/Jurisdiction	Function Available	
Advantageous	AVL location	Function Available	
	Closest unit taking into account:		
Advantageous	Natural boundaries	Function Available	
Advantageous	Obstacles	Function Available	
Advantageous	Traffic	Function Available	
Advantageous	Speed limits	Function Available	
Advantageous	Street network	Function Available	
Advantageous	Equipment availability	Function Available	
Advantageous	Incident area (e.g., unique response for specific response area)	Function Available	
Advantageous	Incident location (e.g., unique response for specific location)	Function Available	
Advantageous	Incident type	Function Available	
Advantageous	Multiple response routes	Function Available	
Advantageous	Occupancy type (e.g., residential, office building, etc.)	Function Available	
Advantageous	Pre-defined response plans (response area plan)	Function Available	
Advantageous	Unit-defined delayed response	Function Available	
Advantageous	Special conditions (e.g., heightened response)	Function Available	
Advantageous	Special equipment required	Function Available	
Advantageous	Type of special skills units required	Function Available	
Advantageous	Number of type of special skills units required	Function Available	
Advantageous	Type of units required	Function Available	
Advantageous	Number of units required	Function Available	
Advantageous	Unit identifiers including shift and zone	Function Available	
Advantageous	Unit status	Function Available	
Advantageous	Ability to prioritize unit response based on incident type so that appropriate units are automatically recommended and/or dispatched in priority order.	Function Available	
Advantageous	Ability to enable and disable agency-specific resource recommendations (e.g., specific response plan for Fire, specific response for Police).	Function Available	
Advantageous	Ability to re-recommend closest units (e.g., a new unit comes into service).	Function Available	
Advantageous	Ability for system to update the unit recommendation if user makes relevant incident information changes (e.g., type, location, alarm level).	Function Available	
Advantageous	Ability to record the unit recommendation as it was presented to the dispatcher.	Function Available	
	Resource Determination		
	Ability to manually display a list of special skills/equipment for:		
Advantageous	All personnel logged on	Function Available	
Advantageous	A selected person	Function Available	
Advantageous	Apparatus/vehicle	Function Available	
	Ability to identify all personnel with a specific skill (e.g., language, training, etc.) by:		
Advantageous	Logged on and available	Function Available	
Advantageous	Logged on and not available (e.g., on another incident)	Function Available	
Advantageous	Not logged on	Function Available	
	Ability to display potentially available resources based on unit status:		
Advantageous	Assigned to a CAD call	Function Available	
Advantageous	Assigned to a CAD call with a lower priority	Function Available	
Advantageous	Unassigned	Function Available	
Advantageous	Ability to determine appropriate resources based upon any combination of information provided at unit logon.	Function Available	
	Resource Dispatch		
	Ability for dispatcher to select and assign/re-assign recommended units using any of the following methods:		
Advantageous	Command line entry	Function Available	
Advantageous	Function key	Function Available	
Advantageous	Mouse (drag and drop onto map)	Function Available	
Advantageous	Ability to preempt units on a call to respond to a different incident.	Function Available	
Advantageous	Ability to exchange units on a call to replace and re-assign units on two different incidents.	Function Available	
	Ability to dispatch units by:		
Advantageous	Accepting the proposed application recommended units	Function Available	
Advantageous	Selecting and dispatching units other than those recommended by the application.	Function Available	
Advantageous	Selecting some, but not all, of the recommended units	Function Available	
Advantageous	Ability to log recommendation overrides in the audit trail (e.g., recommended units and dispatched units).	Function Available	
Advantageous	Ability to group and track units that are joined as a team (taskforce, tac team)	Function Available	
	Ability to do the following upon dispatch:		
Advantageous	Automatically assign the recommended or requested units	Function Available	
Advantageous	Initiate alphanumeric paging	Function Available	
Advantageous	Remove the incident from the pending queue	Function Available	
Advantageous	Send the incident to the assigned unit's mobile computer	Function Available	
Advantageous	Start the status timers	Function Available	
Advantageous	Update the status display	Function Available	
Highly Advantageous	Ability to dispatch more than one unit at a time to the same call.	Function Available	
Advantageous	Ability to assign or add multiple units to an incident with a single command.	Function Available	
Advantageous	Ability to assign a unit to an incident to which it was not originally recommended.	Function Available	
	Ability to dispatch to multiple types of telecommunications devices simultaneously including, but not limited to:		
Advantageous	Mobile computer	Function Available	
Advantageous	Smart phone	Function Available	
Advantageous	Tablet	Function Available	
Advantageous	Cell phone	Function Available	
Advantageous	Pager	Function Available	
Advantageous	Radio	Function Available	
Advantageous	Ability to configure the system to push out different information based on the receiving device (e.g., short message to alphanumeric paging device and full dispatch message to mobile computer).	Function Available	
Advantageous	Ability to indicate when typed characters exceed the number of characters allowed when sending data to a device that handles only a limited number of characters.	Function Available	
Advantageous	Ability to send dispatches to printers (e.g., "rip and run" printers in fire stations).	Function Available	
	Field-Initiated Calls for Service		

Highly Advantageous	Ability for dispatcher to quickly enter field-initiated incidents (e.g., traffic stop).	Function Available	
Advantageous	Ability to prevent users from self-dispatching to pending incidents from the field.	Function Available	
Highly Advantageous	Ability to easily add additional units to a field-initiated incident (e.g., traffic stop, subject stop).	Function Available	
Advantageous	Ability to limit field-initiated calls to agency-defined call types.	Function Available	
Advantageous	Ability to capture unit ID number when incidents are initiated by a unit in the field.	Function Available	
Advantageous	Ability to prevent users from creating an incident in the field.	Function Available	
Advantageous	Ability for dispatcher to "right click" on a unit to bring up the option to place it on a field-initiated incident.	Function Available	
Advantageous	Ability for dispatcher to verify addresses of field-initiated incidents.	Function Available	
Advantageous	Ability for dispatcher to use one command line to enter a field-initiated incident and place the initiating unit en route to the incident.	Function Available	
Advantageous	Ability for dispatcher to use one command line to enter a field-initiated incident and place the initiating unit on-scene.	Function Available	
Advantageous	Ability for dispatcher to link a field-initiated call to another incident.	Function Available	
	Ability for dispatcher to quickly record the following information when a unit is placed in a traffic stop status:		
Highly Advantageous	Location of the stop	Function Available	
Highly Advantageous	Number of occupants in the vehicle	Function Available	
Highly Advantageous	Vehicle license plate	Function Available	
Highly Advantageous	State of registration	Function Available	
Highly Advantageous	Make, model and color of vehicle	Function Available	
	Ability for dispatcher to quickly record the following information when a unit is placed in a subject stop status:		
Highly Advantageous	Location of the stop	Function Available	
Advantageous	Number of subjects	Function Available	
Highly Advantageous	Vehicle license plate	Function Available	
Advantageous	State of registration	Function Available	
Advantageous	Name	Function Available	
Advantageous	Date of birth	Function Available	
Advantageous	Driver license number	Function Available	
Advantageous	Social security number	Function Available	
Highly Advantageous	Make, model and color of vehicle	Function Available	
Highly Advantageous	Ability for dispatcher to put a unit on a traffic stop and run the plate in one step.	Function Available	
Highly Advantageous	Ability for dispatcher to put a unit on a subject stop incident and run a wanted check in one step.	Function Available	
Advantageous	Ability for field personnel to initiate an administrative incident (e.g., put units out on training or drills).	Function Available	
	Vehicle Pursuit Dispatch		
Highly Advantageous	Ability to use live AVL to track vehicle pursuits real-time.	Function Available	
Highly Advantageous	Ability to provide a vehicle pursuit command that allows a unit to be pre-empted from its current call, assign the pursuit call, and place the original call back in the queue for the original unit or for another unit.	Function Available	
Highly Advantageous	After using the vehicle pursuit function command, ability for user to be able to add comments continuously to the record without entering another command or retrieving the incident.	Function Available	
Highly Advantageous	Ability to time stamp each comment.	Function Available	
Advantageous	Ability to quickly alert other users logged into the system of active pursuit incident.	Function Available	
	Unit Assignment to CAD Incident		
Highly Advantageous	Ability to update unit status to associate the dispatched unit or units with the CAD incident.	Function Available	
Highly Advantageous	Ability to differentiate units based on assignment group (e.g., first alarm v. second alarm, primary v. backup, etc.)	Function Available	
	Ability to take a unit off a call and reassign the unit to a new call via:		
Advantageous	Single command	Function Available	
Advantageous	Drag and drop	Function Available	
Advantageous	Ability to use one command to both dispatch and put "en route" field personnel (e.g., if field personnel is "assisting another unit").	Function Available	
Advantageous	Ability to use one command to both dispatch and put "on scene" field personnel (e.g., if field personnel is "out with another unit").	Function Available	
	Call Stacking/Queuing		
Advantageous	Ability to hold an incident for a specific unit.	Function Available	
Highly Advantageous	Ability to automatically (without user intervention) notify the dispatcher of a held incident when the unit becomes available.	Function Available	
Advantageous	Ability for dispatcher to hold more than one incident to a given unit or resource (call stacking).	Function Available	
Highly Advantageous	Ability for agency to set time limits for stacked calls by priority (e.g., a queue limit of two hours for priority 5 calls and one hour for priority 3 calls).	Function Available	
Advantageous	Ability for authorized user to set queue limits for numbers of incidents allowed to be stacked in a given queue.	Function Available	
Advantageous	Ability for administrator to turn call stacking on and off.	Function Available	
	Call Preemption		
Advantageous	Ability to pull a unit off an incident and reassign the unit to a new incident.	Function Available	
Advantageous	Ability to visually indicate a preempted call (e.g., color code).	Function Available	
	Ability to support a swap feature to allow two units to exchange incidents via:		
Advantageous	Command line	Function Available	
Advantageous	Function key	Function Available	
Advantageous	Drag and drop	Function Available	
Advantageous	Ability to support a unit exchange command which allows the dispatcher to remove an assigned unit from an incident and assign a second unassigned unit to the first unit's incident in "en route" status. The application shall place the first unit back in service. This to be performed using either the assigned or unassigned unit.	Function Available	
Advantageous	Ability to support a unit exchange command which allows the dispatcher to exchange two assigned units on two different incidents, placing both units in "en route" status on the respective incidents.	Function Available	
	Unit Management		
	Unit Placement in Service		
Highly Advantageous	Ability to log one or more units on-duty or off-duty with a single command.	Function Available	
Advantageous	Ability to define a roster (e.g. squad, company, etc.).	Function Available	
Advantageous	Ability to place all units in a predefined roster on or off-duty with a single command.	Function Available	
Advantageous	Ability to place a roster on-duty with units remaining unavailable or not recommended for calls until they notify the dispatcher that they are in service.	Function Available	
Advantageous	Ability to allow for single unit exceptions when placing a roster on or off duty.	Function Available	
Advantageous	Ability to log an apparatus into service for assignment without defining staff or personnel.	Function Available	
Highly Advantageous	Ability to identify fire units by special equipment (e.g., rescue tools, etc.).	Function Available	
Advantageous	Ability to keep vehicles (e.g., fire apparatus) on duty (e.g., 24x7) and change personnel associated with the vehicles (e.g., on shift changes).	Function Available	
Highly Advantageous	Ability to make a unit available for only certain types of calls.	Function Available	
Advantageous	Ability to allow for supervisor to place units into or out of service.	Function Available	
Advantageous	Ability for units to log themselves into or out of service from a workstation or device other than a CAD workstation.	Function Available	
Advantageous	Ability for units to log on to the system without being available for calls.	Function Available	
Advantageous	Ability for units to indicate when they are available for calls.	Function Available	
Advantageous	Ability for dispatchers to place multiple units (e.g., an entire squad or company) into available for call status.	Function Available	
Highly Advantageous	Ability for dispatcher to add a staff member to a unit at any time.	Function Available	
Highly Advantageous	Ability for dispatcher to remove a staff member from a unit at any time.	Function Available	
Advantageous	Ability for personnel to be associated with any mobile unit (e.g., vehicle, apparatus, etc.).	Function Available	
Advantageous	Ability to track the activity of each individual associated with a mobile unit.	Function Available	
Highly Advantageous	Ability to associate multiple individuals with a unit.	Function Available	
Highly Advantageous	Ability to indicate a unit does not have a mobile computer.	Function Available	
Highly Advantageous	Ability to indicate a unit does not have an AVL/GPS data source/device.	Function Available	

Advantageous	Ability to manage units without a mobile computer.	Function Available	
Advantageous	Ability to manage units without an AVL/GPS data source/device.	Function Available	
Advantageous	Ability to simultaneously create an incident and log field personnel onto that call (e.g., off-duty field personnel taking calls).	Function Available	
Advantageous	Ability to simultaneously clear field personnel from a call and log the personnel out of the system (e.g., for field personnel taking calls when off-duty).	Function Available	
Highly Advantageous	Ability to sign a unit on with temporary call sign (e.g., to indicate off-duty or on special assignment).	Function Available	
Cross Staffing			
Advantageous	Ability to identify company personnel capable of staffing multiple resources.	Function Available	
Advantageous	Ability to identify apparatus that cannot be used if another apparatus is in service (a brush vehicle cannot be staffed if an Engine from the same station is assigned to an incident)	Function Available	
Advantageous	Ability to assign company personnel to the appropriate apparatus depending on the nature of the emergency (e.g., ALS apparatus if medical emergency and fire apparatus if fire emergency).	Function Available	
Advantageous	Ability to remove an apparatus from service if personnel are not available to staff the apparatus (e.g., personnel are assigned to another apparatus for a call).	Function Available	
Advantageous	Ability to place an apparatus back in service when personnel are available to staff the apparatus.	Function Available	
Unit Status Display			
Advantageous	Ability to monitor an unlimited number of units.	Function Available	
Advantageous	Ability to support multiple Agency-configurable status values. Note any application limits (vendor-managed, only 20, etc.) in the Comments.	Function Available	
Advantageous	Ability to generate additional unit statuses as needed.	Function Available	
Advantageous	Ability to define unit status conditions that support current dispatch center operations.	Function Available	
Advantageous	Ability to associate a default assignment availability with each status (e.g., unit available for incident assignment when in particular status).	Function Available	
Advantageous	Ability to modify unit availability regardless of status (e.g., on-scene, but available).	Function Available	
Ability to display the following unit information:			
Advantageous	Any portable Radio IDs associated with unit/vehicle	Function Available	
Advantageous	Assigned Battalion	Function Available	
Advantageous	Assigned Beat	Function Available	
Advantageous	Assigned Call type	Function Available	
Advantageous	Assigned Division	Function Available	
Highly Advantageous	Current location	Function Available	
Advantageous	Current Radio channel	Function Available	
Advantageous	Current Sector	Function Available	
Highly Advantageous	Current status	Function Available	
Advantageous	Currently-assigned incident number	Function Available	
Advantageous	Elapsed time in current status	Function Available	
Highly Advantageous	Last known location	Function Available	
Advantageous	Logged onto Mobile (Y/N)	Function Available	
Advantageous	Radio Name	Function Available	
Advantageous	Receiving AVL/GPS data	Function Available	
Advantageous	Special note or comments	Function Available	
Advantageous	Special skills/training	Function Available	
Highly Advantageous	Unit ID/call sign	Function Available	
Advantageous	Vehicle number	Function Available	
Advantageous	Vehicle Radio ID	Function Available	
Advantageous	Any information captured at logon	Function Available	
Advantageous	Ability to dynamically (automatically update) display unit status data.	Function Available	
Advantageous	Ability to sort displayed data by any unit information (e.g., incident, unit, location, status, etc.).	Function Available	
Advantageous	Ability to create a custom view that can include units from any agency (e.g., combination of Police and Fire units).	Function Available	
Advantageous	Ability to perform a secondary sort of displayed data.	Function Available	
Advantageous	Ability to limit (include or exclude) the units to be displayed in a single status monitor (e.g., by response area, type, status).	Function Available	
Advantageous	Ability of status monitor to automatically apply a scroll-bar at any time the number of units exceed the size of the window.	Function Available	
Advantageous	Ability to visually differentiate, through color, text and/or symbol, units in varying status or conditions.	Function Available	
Advantageous	Ability to visually differentiate, through color, text and/or symbol, types of units at incident.	Function Available	
Advantageous	Ability to offer the option of an audible alert to accompany the visual signals used to signify changes in status.	Function Available	
Advantageous	Ability to offer configuration parameters for turning the audible alert on and off for each status.	Function Available	
Advantageous	Ability to use symbols or characters in the unit status display to supplement unit status color.	Function Available	
Unit Activity Tracking			
Highly Advantageous	Ability to record all unit incident assignments including but not limited to Traffic Stops, Subject Stops, self-initiated or Dispatch-initiated assignments. This should include timestamps and a record of person performing.	Function Available	
Highly Advantageous	Ability to record all unit locations or AVL location data. This should include timestamps.	Function Available	
Highly Advantageous	Ability to record all unit status changes. This should include timestamps and a record of person/application performing the change.	Function Available	
Highly Advantageous	Ability to review unit status history within the CAD application, through a web interface or another CAD-based feature.	Function Available	
Ability to time/date stamp all:			
Highly Advantageous	Location updates	Function Available	
Highly Advantageous	Status changes	Function Available	
Advantageous	Unit assignments	Function Available	
Advantageous	Ability to record multiple agency-defined time-stamped status messages (e.g., arrival time, start of extrication, etc.).	Function Available	
On-Scene Arrival Tracking			
Ability to record multiple arrival times, including:			
Advantageous	Arrival at a staging area	Function Available	
Advantageous	Arrival in area	Function Available	
Advantageous	Arrival at the incident location (e.g., room within a building)	Function Available	
Advantageous	Arrival at the scene (e.g., general location)	Function Available	
Advantageous	Arrival at patient	Function Available	
Advantageous	Ability for agency to define recommended order for recording different types of arrival times.	Function Not Available	Recommended order for recording different types of arrivals is not available.
Advantageous	Ability to automatically populate previous arrival times in the defined sequence.	Exception	Previous arrival times can be populated manually, but are not automatic.
Advantageous	Ability to support different arrival time definitions by agency (Law vs. Fire)	Function Available	
Advantageous	Ability to automatically mark a unit on-scene when it comes within a defined distance of the incident location.	Function Available	
Ability to record multiple units arriving:			
Advantageous	At one time (all at once)	Function Available	
Advantageous	At different times	Function Available	
Unit Status Timers			
Advantageous	Ability for each unit status to have an associated agency-defined timer.	Function Available	
Ability to alert the dispatcher to the expiration of the timer associated with any unit status change:			
Advantageous	Audible alert	Function Available	
Advantageous	Visual alert	Function Available	
Advantageous	Ability to record dispatcher acknowledgement of timer alert.	Function Available	
Ability for dispatcher to do one of the following upon timer expiration:			
Advantageous	Modify timer to new time value	Function Available	
Advantageous	Cancel timer	Function Available	
Advantageous	Reset to default value	Function Available	

Advantageous	Ability for dispatchers to reset timers at any time.	Function Available	
	Status Monitoring		
	Ability to initiate status changes via the following methods:		
Highly Advantageous	Command line	Function Available	
Highly Advantageous	Function key	Function Available	
Advantageous	Mouse click (e.g., screen icon)	Function Available	
Highly Advantageous	Ability to time stamp and record each status change in the audit trail.	Function Available	
Advantageous	Ability to track the activity of a field unit by unit number.	Function Available	
Advantageous	Ability to track the activity of a field unit by personnel ID.	Function Available	
Advantageous	Ability to track the activity of a field unit by incident number.	Function Available	
Advantageous	Ability to track times for each unit assigned to a given incident separately.	Function Available	
Highly Advantageous	Ability to continually display status of all units.	Function Available	
	Ability to automatically notify users monitoring or displaying the incident that information has changed:		
Advantageous	Audible alert	Function Available	
Highly Advantageous	Visual alert	Function Available	
	Unit Clearance		
	Ability to clear one unit from a CAD incident while allowing the other assigned units to remain on the call.	Function Available	
Highly Advantageous	Ability to select any number of units to clear from CAD incident.	Function Available	
Highly Advantageous	Ability to clear all units simultaneously from a CAD incident.	Function Available	
Highly Advantageous	Ability to display confirmation prior to clearing the last unit from a CAD incident.	Function Available	
Advantageous	Ability to alert responding units when additional units are cleared or assigned to an incident.	Function Available	
	Unit Reassignment		
Advantageous	Ability to reassign a unit to an available status upon clearing from a call.	Function Available	
Advantageous	Ability to receive Mobile transmissions to update CAD and reflect the new status of the unit.	Function Available	
Advantageous	Ability for a unit to remain on scene with an available on-scene status.	Function Available	
	Call Management		
	CAD Call Display		
	Ability to monitor an unlimited number of incidents (if limited, indicate the maximum in the "comments" field).	Function Available	
Advantageous	Ability to assign and display an unlimited number of units to an incident (if limited, indicate the maximum permissible in the "comments" field)	Function Available	
	Ability for a user to select an incident for continuous monitoring such that:		
Advantageous	Incident appears in a separate window	Function Available	
Advantageous	All incident or unit activity, regardless of point of entry, is displayed in this window as it is recorded to the CAD database	Function Available	
Advantageous	Ability to review incident information in reverse chronological order.	Function Available	
Advantageous	Ability to allow for an unlimited number of incident statuses (if limited, indicate the maximum in the "comments" field).	Function Available	
Advantageous	Ability to return incident to pending incident queue if the assigned unit has not responded to initial dispatch notification.	Function Available	
Advantageous	Ability to view incident details of one or more incidents at a time.	Function Available	
Advantageous	Ability to create pre-defined incident status monitors to accommodate logical groupings (e.g., by status or area).	Function Available	
Advantageous	Ability to limit (include or exclude) the units or incidents to be displayed in a single status monitor (e.g., by response area, jurisdiction, type, status).	Function Available	
Highly Advantageous	Ability for dispatcher to transfer management of all calls except one (e.g., a hot call) to another dispatcher.	Function Available	
Advantageous	Ability to display a call count summary based on agency-defined groupings.	Function Available	
Advantageous	Ability to click on an active incident and group or highlight all assigned units in the unit monitoring window.	Function Available	
Highly Advantageous	Ability to show incidents on the CAD mapping display.	Function Available	
Highly Advantageous	Ability to use color to distinguish incident priority and status on the CAD mapping display.	Function Available	
	CAD Incident Update Display		
Advantageous	Ability to dynamically display (e.g., automatically update) incident status data in a summary window (status monitor).	Function Available	
Advantageous	Ability for dispatchers of all involved agencies to be notified (with visual and/or audible alerts) of another dispatcher-initiated change (e.g., incident cancellation, unit reassignment, etc.).	Function Available	
Advantageous	Ability to provide a special location to display "hot" calls.	Function Available	
Advantageous	Ability for agency to define "hot" calls.	Function Available	
Highly Advantageous	Ability to initiate a perimeter command to generate a perimeter upon entry of a location and perimeter distance (e.g., set a 3 block perimeter around 300 Main St.).	Function Available	
Highly Advantageous	Ability to send suggested perimeter positions to a unit.	Function Available	
	CAD Incident Updates		
Highly Advantageous	Ability for one or more operators to simultaneously add incident information to an active (open) incident without losing data.	Function Available	
	Ability to update the status of the call as new information is received including, but not limited to:		
Highly Advantageous	Incident Type	Function Available	
Highly Advantageous	Incident priority	Function Available	
Advantageous	Incident location	Function Available	
Advantageous	Fire alarm level	Function Available	
Advantageous	Comments	Function Available	
Highly Advantageous	Ability for operators to add information to a CAD incident after the incident has been routed to another dispatcher.	Function Available	
Highly Advantageous	Ability to update call information immediately after new information is added to an open call.	Function Available	
Highly Advantageous	Ability to simultaneously notify call taker, dispatcher and dispatched units of updated information.	Function Available	
Advantageous	Ability for dispatcher screen to update automatically as new information is added to a call.	Function Available	
Advantageous	Ability for the screen of anyone monitoring a call to update automatically as new information is added to a call.	Function Available	
Advantageous	Ability to add information to an existing CAD incident record from the command line without retrieving the CAD incident.	Function Available	
Highly Advantageous	Ability for any authorized user to add new or additional information to a CAD incident.	Function Available	
Advantageous	Ability to automatically record all CAD incident information changes in chronological order.	Function Available	
Highly Advantageous	Ability to date and timestamp all updates to CAD incident record.	Function Available	
Advantageous	Ability to record user identification information with updates to CAD incident records.	Function Available	
Advantageous	Ability to configure system to automatically send supplemented closed call to dispatch supervisor.	Function Available	All incident updates are audited and transferred to the Reporting Data Warehouse (RDW) where email can be generated alerting the dispatch supervisor of a supplemented closed call.
Highly Advantageous	Ability to maintain a record of all CAD incident information changes.	Function Available	
Advantageous	Ability to automatically display incident updates to all users viewing an incident at the time the update is made (e.g., automatically refresh screens when new information is added to the incident).	Function Available	
Advantageous	Ability for one or more operators to simultaneously add supplemental information to a closed incident.	Function Available	
Advantageous	Ability for system to automatically highlight changes made since last entry.	Function Available	
Advantageous	Ability to cross-reference and link any combination of open and closed incidents.	Function Available	
Advantageous	Ability to show all associated/linked calls.	Function Available	
Advantageous	Ability for users to add supplemental information to closed incidents by accessing the incident using the original incident number.	Function Available	
Advantageous	Ability to establish rules for operator notification of supplemental information being added to closed calls.	Function Available	
Highly Advantageous	Ability to prompt operator to verify creation of another incident or to add supplemental information to an existing incident.	Function Available	
	Incident Status Timers		

Advantageous	Ability for each incident status to have an associated agency-defined timer.	Function Available	
Advantageous	Ability to create a custom, one-time incident specific elapsed timer (e.g., unit contact timer).	Function Available	
Advantageous	Ability to create a recurring timer that is activated at agency-defined intervals.	Function Available	
	Ability to alert the dispatcher to the expiration of the timer associated with any incident status change.		
Advantageous	Audible alert	Function Available	
Advantageous	Visual alert	Function Available	
Advantageous	Ability to record dispatcher acknowledgement of timer alert.	Function Available	
	When a status timer expires, dispatcher shall have the following options:		
Advantageous	Modify to new time value	Function Available	
Advantageous	Cancel timer	Function Available	
Advantageous	Reset to default value	Function Available	
Advantageous	Ability for a dispatcher to reset an incident status timer at any time.	Function Available	
	Reopening CAD Incidents		
Highly Advantageous	Ability to reopen closed incidents.	Function Available	
Highly Advantageous	Ability to reopen a closed call without losing previously recorded date and timestamps.	Function Available	
Highly Advantageous	Ability to assign units to reopened calls.	Function Available	
	Ability to record the re-opening command in the original incident audit trail and continue recording actions to the original audit trail.	Function Available	
Highly Advantageous	Ability for dispatchers to add comments to a CAD call record after the call is closed without reopening the incident.	Function Available	
Advantageous	Ability to notify dispatch that comments were added to a closed CAD call record (e.g., without having to reopen the incident).	Function Available	
	Cross-Referencing Calls		
Highly Advantageous	Ability to cross-reference two or more active incidents.	Function Available	
Highly Advantageous	Ability to link two or more active incidents (e.g., to enable hyperlinks during subsequent incident queries).	Function Available	
Advantageous	Ability to cross-reference active and closed incidents.	Function Available	
Advantageous	Ability to link active and closed incidents (e.g., to enable hyperlinks during subsequent incident queries).	Function Available	
Advantageous	Ability to cross-reference closed incidents.	Function Available	
Advantageous	Ability to link closed incidents (e.g., to enable hyperlinks during subsequent incident queries).	Function Available	
	Call Disposition		
	CAD Incident Cancellation		
Advantageous	Ability to cancel an incident with a single command.	Function Available	
Highly Advantageous	Ability to limit the authority to cancel a call by security profile.	Function Available	
Advantageous	Ability for the agency to determine who has the authority to cancel a call.	Function Available	
Advantageous	Ability to mandate that the user enter a reason for canceling an incident prior to the system executing the command to cancel.	Function Available	
Advantageous	Ability to automatically remove the incident from the pending or active incidents queue and add the disposition (e.g., cancelled) upon execution of a command canceling an incident.	Function Available	
Advantageous	Ability to automatically clear all dispatched units from the incident upon incident cancellation (e.g. upon invoking the cancel command).	Function Available	
	Disposition Recording		
Advantageous	Ability for the agency to define incident disposition types.	Function Available	
Advantageous	Ability to support an unlimited number of disposition types [if limited, indicate the maximum permissible in the "comments" field]	Function Available	
Advantageous	Ability for the agency to define multiple disposition types for one incident.	Function Available	
Advantageous	Ability to define incident disposition types by agency.	Function Available	
Advantageous	Ability to enter a disposition to clear an incident.	Function Available	
Advantageous	Ability to require a disposition code before an incident can be cleared.	Function Available	
Advantageous	Ability for either dispatchers or field personnel to enter the disposition code.	Function Available	
Advantageous	Ability to enter comments of unlimited-length along with a disposition [if limited, entered the maximum in the "comments" field]	Function Available	
Advantageous	Ability to require comments based on disposition code.	Function Available	
Advantageous	Ability to add one or more unit dispositions without affecting the incident disposition.	Function Available	
Advantageous	Ability to associate each disposition with the unit giving the disposition.	Function Available	
Advantageous	Ability to create a final master disposition for an incident.	Function Available	
Advantageous	Ability for each agency to reject a disposition if unsuitable for the incident type based on agency-defined criteria.	Function Available	
	Report Need Determination		
Advantageous	Ability to identify based on disposition type or criteria whether a report is required.	Function Available	
	Ability to transfer call for service data to:		
Highly Advantageous	Police RMS	Function Available	
Highly Advantageous	Police Field Reporting (e.g. to initiate a report)	Function Available	
Advantageous	Electronic Patient Care Report	Function Available	
Advantageous	Fire RMS	Function Available	
Advantageous	LE/CIIS System data sharing	Function Available	
Highly Advantageous	CAD-to-CAD Interface	Function Available	
Advantageous	Ability to initiate a report before incident is closed (e.g., download data to RMS prior to closing the incident in CAD).	Function Available	
	CAD Incident Closure		
Highly Advantageous	Ability to clear more than one selected unit from an incident while leaving one or more selected units on the incident.	Function Available	
Highly Advantageous	Ability to clear a single unit from an incident without clearing other assigned units from the incident.	Function Available	
Highly Advantageous	Ability to clear multiple units without closing the incident.	Function Available	
Advantageous	Ability to clear multiple units with a single disposition.	Function Available	
Advantageous	Ability to require confirmation before closing a CAD incident.	Function Available	
Advantageous	Ability to close call that does not require the dispatch of resources.	Function Available	
Advantageous	Ability to change any call data before closing an incident.	Function Available	
Advantageous	Ability to change an incident disposition after a call is closed.	Function Available	
Advantageous	Ability to provide a unique visual indicator (e.g., flag, change in font color) that data has been changed after the call was closed.	Function Available	
Highly Advantageous	Ability to add an incident disposition after a call is closed.	Function Available	
	Communications Supervisor Support		
Highly Advantageous	Ability for a communications supervisor to monitor system configuration and current staffing (e.g., who is signed-on, at what position, and with what responsibilities).	Function Available	
Advantageous	Ability for a CAD workstation to be configured as a supervisor workstation upon logon of a user with a CAD supervisor profile.	Function Available	
Highly Advantageous	Ability to generate statistical information from within the CAD application on all dispatcher activity including all incident management time parameters (time on hold, response time, etc.).	Function Available	
Highly Advantageous	Ability for a communications supervisor to monitor activity remotely (from a Supervisor desk) on any user workstation.	Function Available	
Advantageous	Ability for a communications supervisor to remotely take direct control over a workstation.	Exception	A communications supervisor can take control of the areas being covered by a user, but not take direct control of the workstation.
	CAD Testing/Training Environment		
Highly Advantageous	Ability to support a CAD testing/training environment that is identical to the CAD production environment.	Function Available	
Highly Advantageous	Ability to designate any production workstation as a training workstation based on user log on.	Function Available	
Highly Advantageous	Ability to designate any training workstation as a production workstation based on user log on.	Function Available	
Highly Advantageous	Ability for accurate testing and training to occur without impacting the production environment.	Function Available	
Highly Advantageous	Ability to visually distinguish testing/training environments from production environments.	Function Available	
Advantageous	Ability to include all code tables in the testing/training environment.	Function Available	

Advantageous	Ability for code table updates to propagate throughout the CAD system (e.g., be CAD-wide, not just agency-specific) when appropriate.	Function Available	
Advantageous	Ability for testing/training code tables to reflect current production code tables.	Function Available	
Advantageous	Ability to update testing/training system with historical data from production system at agency-defined intervals.	Function Available	
Advantageous	Ability to seamlessly export changes made to code tables in the testing/training system to the production system.	Function Available	
Advantageous	Ability to support separate interfaces, to mirror production, in the test and training environments (E9-1-1, Mobile, call triage, RapidSOS, paging, etc.).	Function Available	
	Operational Queries		
	Ability to query and view the following by any layer (e.g., beat, sector etc.):		
Advantageous	Active calls	Function Available	
Advantageous	Assigned calls	Function Available	
Advantageous	Closed calls	Function Available	
Advantageous	Priority calls	Function Available	
Advantageous	Waiting (pending) calls	Function Available	
Advantageous	Any agency-defined data	Function Available	
	Ability to review a summary of all active calls that have been entered for dispatch by:		
Advantageous	Group	Function Available	
Advantageous	Priority	Function Available	
Advantageous	Any agency-defined data	Function Available	
Advantageous	Ability to review a summary of all pending calls that have been entered for dispatch.	Function Available	
	Ability to query unit history by any combination of:		
Highly Advantageous	Date and time range (e.g., start and end date and time parameters)	Function Available	
Highly Advantageous	Unit ID(s)	Function Available	
Highly Advantageous	Personnel ID(s)	Function Available	
	Ability to query resource availability by:		
Advantageous	Current location	Function Available	
Advantageous	Dispatch group	Function Available	
Advantageous	Geographic area (e.g., fire zone box, beat, sector)	Function Available	
Advantageous	Special skills	Function Available	
Advantageous	Unit types (e.g., apparatus, patrol units, Hazmat, etc.)	Function Available	
	Ability to query unit status by:		
Highly Advantageous	Date and time range	Function Available	
Advantageous	Dispatch group	Function Available	
Highly Advantageous	Personnel ID	Function Available	
Highly Advantageous	Geographic area (e.g., fire zone box, beat, sector)	Function Available	
Highly Advantageous	Incident type	Function Available	
Highly Advantageous	Unit ID	Function Available	
Advantageous	Unit types (e.g., apparatus, patrol units)	Function Available	
	Ability to query the following unit status summary information:		
Advantageous	Elapsed time in current status	Function Available	
Advantageous	Incident type	Function Available	
Highly Advantageous	Unit ID	Function Available	
Advantageous	Unit status	Function Available	
Advantageous	Ability to search and review historical information by any data entry field.	Function Available	
	Ability to query activity by:		
Highly Advantageous	Unit ID	Function Available	
Highly Advantageous	Personnel ID	Function Available	
Highly Advantageous	Date and time range	Function Available	
Advantageous	Disposition	Function Available	
Highly Advantageous	Geographic area (e.g., fire zone box, beat, sector)	Function Available	
Advantageous	Incident type	Function Available	
Advantageous	Location	Function Available	
Advantageous	Reporting area	Function Available	
Advantageous	Shift	Function Available	
	Query Return Features		
Highly Advantageous	Ability to narrow down searches (search within a search).	Function Available	
Highly Advantageous	Ability to drill down on query results.	Function Available	
Highly Advantageous	Ability to save queries for later use.	Function Available	
	Ability to restrict queries that result in large volumes of data by:		
Highly Advantageous	Providing a warning of the numbers of records found	Function Available	
Advantageous	Providing a warning of the size of records found	Function Available	
Advantageous	Requesting users to prompt the system to continue the query	Function Available	
Advantageous	Ability to limit the number of records viewed at a time to a user-defined number.	Function Available	
Advantageous	Ability to clearly indicate when additional information (e.g., more query returns) is available.	Function Available	
Advantageous	Ability to print query returns at any time.	Function Available	
Advantageous	Ability to direct query results to any printer.	Function Available	
Advantageous	Ability to direct query results to any terminal.	Function Available	
Highly Advantageous	Ability to sort query results by any criteria (e.g., most recent to oldest, by priority, etc.).	Function Available	
	BOLOs		
Advantageous	Ability to create and maintain BOLOs (based upon level of security clearance).	Function Available	
Advantageous	Ability to provide an audit trail for BOLOs.	Function Available	
Advantageous	Ability for field personnel to create BOLOs.	Function Available	
Highly Advantageous	Ability to associate a BOLO with a case number.	Function Available	
	Ability to provide the following fields for a BOLO record:		
Advantageous	Date issued	Function Available	
Advantageous	BOLO expiration date	Function Available	
Advantageous	Nature of the BOLO	Function Available	
Advantageous	BOLO priority	Function Available	
	Subject name:		
Advantageous	Description	Function Available	
Advantageous	Known address or location	Function Available	
Advantageous	Date of birth	Function Available	
Advantageous	Height	Function Available	
Advantageous	Weight	Function Available	
Advantageous	Hair color	Function Available	
Advantageous	Eye color	Function Available	
Advantageous	Subject driver's license number	Function Available	
Advantageous	Vehicle description	Function Available	
Advantageous	Vehicle license plate	Function Available	
Advantageous	Weapon (multiple)	Function Available	
Advantageous	Known associates	Function Available	
Advantageous	Last known location	Function Available	
Advantageous	Direction of travel	Function Available	
Advantageous	Contact information	Function Available	
Advantageous	Person issuing the BOLO	Function Available	
Advantageous	Additional information in free-form text field	Function Available	
Highly Advantageous	Ability to search for BOLO based upon any of the above-mentioned items.	Function Available	
Advantageous	Ability to accommodate multiple subjects in a BOLO.	Function Available	
Advantageous	Ability to accommodate multiple vehicles in a BOLO.	Function Available	
Advantageous	Ability to accommodate multiple weapons in a BOLO.	Function Available	
Advantageous	Ability to attach a file to a BOLO.	Function Available	
Highly Advantageous	Ability to embed a photo in a BOLO.	Function Available	
Advantageous	Ability to update a BOLO.	Function Available	
Advantageous	Ability to set time limits for BOLO retention.	Function Available	
Advantageous	Ability to delete a BOLO.	Function Available	
Advantageous	Ability to generate, at user-defined times, reports listing expired BOLOs.	Function Available	
Advantageous	Ability to designate groups or individuals to whom BOLOs should be sent.	Function Available	
Advantageous	Ability to archive expired BOLO records.	Function Available	
Highly Advantageous	Ability to search expired BOLO records.	Function Available	

Highly Advantageous	Ability to view BOLO from any device connected to CAD, including Mobile, Smart phone, Web interface, etc.	Function Available	
	Management Reporting		
	Public Release of Information		
Advantageous	Ability to generate a list of incidents to be shared with the public based on agency-specific business rules.	Function Available	
Highly Advantageous	Ability to generate a report containing a summary of incidents for an agency-defined period of time for distribution to the public.	Function Available	
	CAD Searches		
Highly Advantageous	Ability to conduct searches in CAD on any available operational data field.	Function Available	
	CAD Reporting		
Advantageous	Ability to isolate queries in the database to a single agency's incidents (e.g., Police or Fire/EMS only).	Function Available	
Advantageous	Ability to conduct queries system-wide.	Function Available	
Advantageous	Ability to run CAD reports without exiting the operational CAD application.	Function Available	
Highly Advantageous	Ability to create, within the CAD application, ad hoc CAD reports on any data fields in the CAD database (e.g., without using a third party reporting tool).	Function Available	
Advantageous	Ability to create, within the CAD application, standard reports consistent with NFPA 1221 benchmarks.	Function Available	
Advantageous	Ability to create, within the CAD application, standard reports consistent with NFPA 1710 benchmarks.	Function Available	
	Ability to generate the following standard reports from within the CAD application:		
Advantageous	Incident analysis by day of week	Function Available	
Advantageous	Incident analysis by geographic area	Function Available	
Advantageous	Incident analysis by hour of day	Function Available	
Advantageous	Incident analysis by shift	Function Available	
Highly Advantageous	Incident analysis by call type	Function Available	
Advantageous	Incident analysis by TTY/TDD	Function Available	
Advantageous	Incident analysis by geographic area by hour of day	Function Available	
Advantageous	Incident analysis by census tract	Function Available	
Advantageous	Incident analysis by zip code	Function Available	
Advantageous	Incident analysis by any agency-defined layer	Function Available	
Advantageous	Incident analysis by responding agency	Function Available	
Advantageous	False alarm reports	Function Available	
Highly Advantageous	Premise history list	Function Available	
Advantageous	Processing time by method of call receipt.	Function Available	
Advantageous	Response times by geographic area	Function Available	
Highly Advantageous	Response times by type of call/priority	Function Available	
Advantageous	Response times by original call destination	Function Available	
Advantageous	Response times by assigned unit	Function Available	
Advantageous	Total and average time on call – by day of week	Function Available	
Advantageous	Total and average time on call – by geographic area	Function Available	
Advantageous	Total and average time on call – by hour of day	Function Available	
	Total calls for service by:		
Highly Advantageous	Date or date range	Function Available	
Advantageous	Disposition	Function Available	
Advantageous	Time of day	Function Available	
Advantageous	Total incidents by date by nature or disposition	Function Available	
Advantageous	Non-availability of defined resources (e.g., units, apparatus type, equipment type, etc.)	Function Available	
Advantageous	Mutual aid - received	Function Available	
Advantageous	Mutual aid - given	Function Available	
Advantageous	Agency-defined query	Function Available	
	Ability to record and create reports from within the CAD application using a combination of any of the following information:		
Advantageous	Alarm type	Function Available	
Advantageous	All associated geofile information	Function Available	
Highly Advantageous	ANI/ALI data including address and phone number	Function Available	
Advantageous	Business or premise name	Function Available	
Advantageous	Call priority	Function Available	
Advantageous	Call taker/dispatcher ID	Function Available	
Advantageous	Comments/narrative (unlimited)	Function Available	
Advantageous	Commonplace name (e.g., parks, streets, schools)	Function Available	
Advantageous	Date and time call answered	Function Available	
Advantageous	Date and time call disconnected	Function Available	
Advantageous	Date and time call received by 911	Function Available	
Advantageous	Date and time incident entered	Function Available	
Advantageous	Date and time incident routed to dispatch	Function Available	
Advantageous	Date and time location verified	Function Available	
Advantageous	Date and time of cleared incidents	Function Available	
Advantageous	Date range	Function Available	
Advantageous	En route to on-scene time	Function Available	
Advantageous	Final disposition	Function Available	
Advantageous	Gap between time a call was received by a dispatcher and the time it was dispatched to a unit	Function Available	
Advantageous	Geographical areas defined by the user (e.g., sector, fire zone box, patrol area, etc.)	Function Available	
Advantageous	Hazard information	Function Available	
Advantageous	Incident number	Function Available	
Advantageous	Incident priority	Function Available	
Advantageous	Incident type	Function Available	
Highly Advantageous	Location address, description, supplemental location	Function Available	
Highly Advantageous	Premise and prior information flag	Function Available	
Highly Advantageous	Premise type (e.g., building, location, person)	Function Available	
Highly Advantageous	Reporting party information, including name, address and phone	Function Available	
Advantageous	Source (e.g., 9-1-1 or 10-digit, radio, other codes as defined by agency)	Function Available	
Advantageous	Staffing levels	Function Available	
Advantageous	Subject stops	Function Available	
Advantageous	Time range (any time-stamped incident to any other time-stamped incident)	Function Available	
Advantageous	Traffic stops	Function Available	
Advantageous	Unit/field personnel	Function Available	
Advantageous	Unit status	Function Available	
Highly Advantageous	User name and ID of all users associated with the incident	Function Available	
Advantageous	Workstation ID associated with all CAD functions performed on incident	Function Available	
	Ability to provide an analytical tool that reviews workload by, but not limited to:		
Advantageous	Workstation	Function Available	
Highly Advantageous	Call taker/dispatcher	Function Available	
Highly Advantageous	Ability to track when no field personnel are available to respond to a call.	Function Available	
Advantageous	Ability to account for unavailable resources in response time calculations.	Function Available	
	Ability to capture a snap shot, based on day and time parameters, of:		
Advantageous	A workstation	Function Available	
Highly Advantageous	General CAD system	Function Available	
Advantageous	Ability to print a chronological incident report.	Function Available	
	Ability to generate, from within the CAD application, a daily listing of incidents and personnel assigned to the incidents including, but not limited to:		
Advantageous	Workstation/terminal	Function Available	
Advantageous	Call taker/dispatcher ID	Function Available	
Advantageous	Date/time received	Function Available	
Advantageous	Disposition	Function Available	
Advantageous	Field personnel name	Function Available	
Advantageous	Field personnel ID	Function Available	
Advantageous	Incident location	Function Available	
Advantageous	Incident number	Function Available	
Advantageous	Ability to view requested reports prior to printing.	Function Available	
	Global Report Features		

Advantageous	Ability to use functionality within the CAD application to create standard reports that can be made available to all system users.	Function Available	
Advantageous	Ability to maintain a general library of user-created ad hoc reports.	Function Available	
Highly Advantageous	Ability for all authorized users to access the general library of user-created ad-hoc reports.	Function Available	
Advantageous	Ability for users to put their own queries/reports in a "dashboard" for later use.	Function Available	
Advantageous	Ability for dashboard to utilize real-time information from user-specified RMS components (e.g., training, hydrants, equipment, stations, incidents, activity logs, etc.).	Function Available	
Advantageous	Ability to route reports to pre-selected individuals or groups (via system or agency email).	Function Available	
Highly Advantageous	Ability to schedule reports to be automatically created and distributed.	Function Available	
Advantageous	Ability to save reports for subsequent viewing and/or printing.	Function Available	
Advantageous	Ability to delete reports after viewing and/or printing.	Function Available	
Advantageous	Ability to schedule report generating at specified time frames.	Function Available	
Advantageous	Ability to optionally generate a report in HTML (i.e., for viewing on the intranet or internet).	Function Available	
Advantageous	Ability to make standard reports available for publishing on the intranet or internet.	Function Available	
Messaging			
General Messaging Features			
Advantageous	Ability to send messages to a user who is not logged into CAD and cache that message for retrieval when the user logs onto CAD.	Function Available	
Advantageous	Ability for message server to continuously attempt to deliver a message until received and confirmed.	Function Available	
Advantageous	Ability for user to retrieve cached messages upon login.	Function Available	
	Ability to support a minimum of the following messaging functions to and from any CAD address:		
Highly Advantageous	Desktop-to-desktop messaging	Function Available	
Advantageous	Desktop-to-dispatch messaging	Function Available	
Advantageous	Desktop-to-pager messaging	Function Available	
Highly Advantageous	Desktop-to-unit messaging	Function Available	
Advantageous	Unit-to-desktop messaging	Function Available	
Highly Advantageous	Unit-to-dispatch messaging	Function Available	
Advantageous	Unit-to-pager messaging	Function Available	
Advantageous	Unit-to-unit messaging	Function Available	
Highly Advantageous	Ability to send broadcast messages (e.g. to all users).	Function Available	
Advantageous	Ability to support real-time instant messaging.	Function Available	
	Ability to display the following identifiers within a message:		
Advantageous	Sender name	Function Available	
Advantageous	Sender date	Function Available	
Advantageous	Sender time	Function Available	
Advantageous	Sender workstation ID	Function Available	
Advantageous	Sender unit ID	Function Available	
Advantageous	Receiver name	Function Available	
Advantageous	Receiver date	Function Available	
Advantageous	Receiver time	Function Available	
Advantageous	Receiver workstation ID	Function Available	
Advantageous	Receiver unit ID	Function Available	
Advantageous	Ability to assign and change a priority to a message (e.g., routine, urgent, emergency).	Function Available	
Advantageous	Ability for system administrator to define message precedence.	Function Available	
Advantageous	Ability for each terminal to have a unique identifier included in each transmission to the host.	Function Available	
Advantageous	Ability to provide a web-based version of messaging capabilities.	Function Available	
Advantageous	Ability for web version of messaging to be accessed with customer-defined security procedures (i.e., user ID and personal security number).	Function Available	
Advantageous	Ability to automatically integrate dispatch-related messages to an incident.	Function Available	
Advantageous	Ability to store messages for later viewing.	Function Available	
Advantageous	Ability for host computer to store unread messages when user logs off.	Function Available	
Advantageous	Ability for messages to be sorted by most recent or first received.	Function Available	
Sending Messages			
Advantageous	Ability to create easily accessible agency-defined message forms for specific message types.	Function Available	
Advantageous	Ability to create and save agency-defined message groups.	Function Available	
Advantageous	Ability to create and save user-defined message groups.	Function Available	
Advantageous	Ability to send messages across agencies (e.g., police to fire and vice versa).	Function Available	
Advantageous	Ability to select a recipient via a single keystroke or mouse click from the unit status window within CAD.	Function Available	
Advantageous	Ability of users to select any number of people as part of a message group with no limitation on the number of people in a group.	Function Available	
Advantageous	Ability to enter unlimited narrative with wrap-around feature [if characters are limited, indicate the maximum in the "comments" section]	Function Available	
	Ability to send a message to the following:		
Advantageous	Battalion	Function Available	
Advantageous	District	Function Available	
Advantageous	Sector	Function Available	
Advantageous	Group of user IDs	Function Available	
Advantageous	Group of workstations names	Function Available	
Advantageous	Units associated with an incident number	Function Available	
Advantageous	Units within a user-defined location (based on selected radius on map)	Function Available	
Advantageous	Logged on units	Function Available	
Advantageous	Mobile Data Device ID/Name	Function Available	
Highly Advantageous	Position IDs (e.g., dispatcher)	Function Available	
Advantageous	Unit ID	Function Available	
Advantageous	User ID	Function Available	
Advantageous	User name	Function Available	
Advantageous	Workstation ID or name	Function Available	
Advantageous	Ability to automatically populate the "To" field on the message mask when selecting recipients.	Function Available	
Advantageous	Ability to select a recipient by a single command to create a message (e.g., double click on a logged on user and message screen pops up)	Function Available	
Advantageous	Ability to add to a message before forwarding to another user.	Function Available	
Highly Advantageous	Ability to attach files to messages.	Function Available	
Highly Advantageous	Ability to imbed images within messages.	Function Available	
Advantageous	Ability to set agency-defined file size limit.	Function Available	
Advantageous	Ability to automatically compress and resize images to comply with agency-defined file size limits.	Function Not Available	Automatically compressing and/or resizing of images is not a function of the system.
Advantageous	Ability to send a message to all units handling a specific incident.	Function Available	
Advantageous	Ability to send information displayed on screen to another workstation.	Function Available	
Advantageous	Ability to transmit a reply message to the originator of a currently displayed message without having to reenter the originator's address.	Function Available	
Advantageous	Ability to transmit a "reply all" message to multiple recipients that were part of the originator's message group.	Function Available	
Advantageous	Ability to create messages that are retained in the system and sent at pre-specified times.	Function Available	
Advantageous	Ability to provide a notification for delivery of messages to the device.	Function Available	
Advantageous	Ability to provide a notification for non-delivery of messages (i.e., a message sent to a device or group of devices could not be delivered if a user is not signed-on to the device(s)).	Function Available	
Receiving Messages			
Advantageous	Ability to notify receiver via an audible and/or visual flag that a new message has arrived in mailbox.	Function Available	
Advantageous	Ability to notify receiver of an unread message after an agency-defined time period.	Function Available	
	Ability to provide a visual distinction between the following:		
Advantageous	External messages (from external system)	Function Available	

Advantageous	General messages	Function Available	
Advantageous	System messages	Function Available	
Advantageous	Query returns	Function Available	
	Ability to segregate query returns from general messages (e.g., separate folders or windows).	Function Available	
Advantageous	Ability to prevent incoming messages from interfering with current work.	Function Available	
Advantageous	Ability to notify receiver of total number of unread messages.	Function Available	
Advantageous	Ability for each message to be displayed in a separate window.	Function Available	
	Ability for messages to be queued in an "inbox" for later viewing at the convenience of users.	Function Available	
Highly Advantageous	Ability to identify high priority messages by type of priority (e.g., felony warrant return versus user-defined urgency).	Function Available	
Advantageous	Ability of the receiving user to enter a single keystroke command to retrieve and display the message.	Function Available	
Advantageous	Ability to set message priority of specific system generated messages (e.g., high priority of warrant file returns).	Function Available	
Advantageous	Ability to query message logs by agency-defined criteria (e.g., date/time range, sender, recipient, device).	Function Available	
Advantageous	Ability to note time opened/read by receiver.	Function Available	
Advantageous	Ability to queue and display message waiting by priority.	Function Available	
Advantageous	Ability to clear a message from the queue.	Function Available	
Advantageous	Ability to retain a message in the queue.	Function Available	
	Ability to provide the following message indicators:		
Advantageous	Message acknowledged or not received	Function Available	
Advantageous	Message viewed	Function Available	
Advantageous	Number and priority of queued messages	Function Available	
Advantageous	Number of messages received	Function Available	
Advantageous	Number of messages waiting	Function Available	
	Ability to utilize standard keys/touch screen functions to perform the following with one keystroke:		
Advantageous	Clear display	Function Available	
Advantageous	Clear/erase message	Function Available	
Advantageous	Clear/erase operator's entire message queue with prompt to confirm deletion	Function Available	
Advantageous	Display next message	Function Available	
Advantageous	Print/routing	Function Available	
Advantageous	Store/recall message from message queue	Function Available	
	Ability to audit messages at a minimum, using the below:		
Advantageous	Sender name	Function Available	
Advantageous	Sender ID	Function Available	
Advantageous	Receiver Name	Function Available	
Advantageous	Receiver ID	Function Available	
Advantageous	Subject keyword	Function Available	
Advantageous	Message body keyword	Function Available	
Advantageous	Date range	Function Available	
Advantageous	Time Range	Function Available	
Advantageous	Attachments	Function Available	
Advantageous	Any combination of the above	Function Available	
Advantageous	Ability to store messages in an agency-defined buffer size.	Function Available	
Advantageous	Ability to delete oldest messages as buffer fills.	Function Available	
	CAD System Administration		
	CAD Table Maintenance		
	Ability to include, at a minimum, the following data tables:		
Advantageous	Call source (e.g., officer-initiated, 9-1-1, 10-digit, etc.)	Function Available	
Advantageous	Call types and priorities	Function Available	
Highly Advantageous	Caution or Hazard information	Function Available	
Advantageous	Commands	Function Available	
Advantageous	Common Locations	Function Available	
Advantageous	Devices (Mobile devices, handhelds, workstations, etc.)	Function Available	
Advantageous	Dispositions	Function Available	
Advantageous	Equipment	Function Available	
Advantageous	Event error logs (so vendor can identify and troubleshoot errors)	Function Available	
Advantageous	Fire zone box	Function Available	
Advantageous	Patrol and command area definitions	Function Available	
Advantageous	Personnel, including emergency contact information and current assignment	Function Available	
Advantageous	Recommendation plans	Function Available	
Advantageous	Skills or capabilities of personnel and units	Function Available	
Advantageous	Stations or Sub-stations	Function Available	
Advantageous	Timers	Function Available	
Advantageous	Unit status types (i.e., assigned, unassigned, assigned but available)	Function Available	
Advantageous	Units	Function Available	
Advantageous	Ability for data tables to be agency-specific.	Function Available	
Advantageous	Ability for a user to add a unit for use "on the fly."	Function Available	
	Ability to allow the agency to define the following:		
Advantageous	Category codes for pull-down lists	Function Available	
Advantageous	Codes for each valid call disposition used when clearing a call	Function Available	
Advantageous	Codes for the methods the agency receives calls (e.g., 9-1-1, cell phone, etc.)	Function Available	
Advantageous	Codes used to identify areas for statistical reporting reasons	Function Available	
Advantageous	Dispatch codes	Function Available	
Advantageous	Priorities assigned to call codes	Function Available	
Advantageous	Response procedures	Function Available	
Advantageous	Subtypes of calls	Function Available	
Advantageous	Ability to configure commands (e.g., V = vehicle stop).	Function Available	
Advantageous	Ability to configure status code colors.	Function Available	
Advantageous	Ability to create and maintain a call type classification that is based upon the time of day.	Function Available	
Advantageous	Ability to modify code tables without advanced database knowledge.	Function Available	
	CAD Configuration		
Advantageous	Ability to create agency-defined data entry screens.	Exception	The data entry screens are created with predefined fields. The field names and layout can be agency-defined, but fields cannot be added to the data entry screen.
Highly Advantageous	Ability to create agency-defined data fields within entry screens.	Exception	The data entry screens are created with predefined fields. The field names and layout can be agency-defined, but fields cannot be added to the data entry screen.
Advantageous	Ability to configure the field entry sequence.	Function Available	
Advantageous	Ability to create conditional fields and mandatory data elements based on agency-defined criteria.	Exception	The data entry screens are created with predefined fields. The field names and layout can be agency-defined, but fields cannot be added to the data entry screen.
Advantageous	Ability for agency to add or change data elements on any screen based on defined system permissions.	Function Available	
Advantageous	Ability to create agency-defined data lists for all configurable drop-down menus.	Function Available	
	Ability for agency to configure alerts:		
Advantageous	Associated message displayed	Function Available	
Advantageous	Audible indicator	Function Available	
Advantageous	Visual indicator	Function Available	
	Deployment Plans		
Advantageous	Ability to generate temporary deployment plans.	Function Available	
Advantageous	Ability to include multiple agencies in deployment plans.	Function Available	
Advantageous	Ability for user to override temporary deployment plan recommendation.	Function Available	
Advantageous	Ability to maintain deployment plans for a location.	Function Available	
Advantageous	Ability to retrieve and load a new deployment plan with a single command.	Function Available	
Advantageous	Ability to load a new deployment plan without stopping or pausing application operations.	Function Available	
	Agency-Configurable Response Plans		

	Ability to develop agency-configurable response plans based on:		
Advantageous	Geographic area (e.g., beat, sector, fire zone box, etc.)	Function Available	
Advantageous	Multiple response route configuration (e.g., divided highway).	Function Available	
Advantageous	Time of day	Function Available	
Advantageous	Alarm level	Function Available	
Advantageous	Call type	Function Available	
Advantageous	Fire pre-plan	Function Available	
Advantageous	Resource availability	Function Available	
Advantageous	Station coverage requirements	Function Available	
Advantageous	Ability to accommodate a minimum of ten alarm levels.	Function Available	
Advantageous	Ability to assign a single response plan with multiple call types.	Function Available	
	Ability for a communications supervisor to update the response plans (e.g., without assistance from technical support or vendor).	Function Available	
Advantageous			
	Premise History File Maintenance		
Advantageous	Ability to update/create CAD premise history files.	Function Available	
Advantageous	Ability to automatically update premise history when an incident occurs.	Function Available	
	Ability to capture the following information when creating premise history:		
Advantageous	Date and time stamp	Function Available	
Advantageous	Date of incident	Function Available	
Advantageous	Disposition	Function Available	
Advantageous	Type of incident	Function Available	
Advantageous	Incident number	Function Available	
Advantageous	Narrative text of unlimited length (if limited, indicate maximum in the "comments" field)	Function Available	
Highly Advantageous	Premise safety flag (e.g., checkbox for common types such as Domestic Violence, Gang, etc.)	Function Available	
	Ability to capture and maintain specific premise information, including but not limited to the following:		
Highly Advantageous	Alarm/access information	Function Available	
Highly Advantageous	Officer Safety issues at location	Function Available	
Advantageous	Emergency contact information	Function Available	
Highly Advantageous	Hazardous conditions	Function Available	
	Previous calls for service based on at least the following:		
Advantageous	Address/Location	Function Available	
Advantageous	Contact information	Function Available	
Advantageous	Date and time	Function Available	
Advantageous	Incident number	Function Available	
Advantageous	Incident type	Function Available	
Advantageous	Previous contacts with person(s) associated with the call	Function Available	
Advantageous	Protective orders at location	Function Available	
Advantageous	Sexual offender at location	Function Available	
Advantageous	Special populations	Function Available	
Advantageous	Total number of previous calls for service based on a customer-defined period of time	Function Available	
Advantageous	Ability to store premise information for an agency-defined length of time.	Function Available	
Advantageous	Ability to store premise information for a specific apartment unit/suite number.	Function Available	
	Ability to define valid date ranges for time limited premise information at a given location (e.g., information valid between <start date> and <end date>.	Function Available	
Advantageous			
	Ability to include in a premise record the following information when premise information is added or changed:		
Advantageous	Expiration date (can be auto filled based on user-defined expiration dates and date stamp)	Function Available	
Advantageous	Time and date stamp at time of entry	Function Available	
Advantageous	Unit ID of person entering information	Function Available	
Advantageous	Agency of person entering information	Function Available	
	Hazard File Maintenance		
	Ability to enter hazards associated with:		
Highly Advantageous	Persons	Function Available	
Highly Advantageous	Specific locations	Function Available	
Highly Advantageous	Address ranges	Function Available	
Highly Advantageous	Vehicles	Function Available	
	Ability to enter a hazard with at least:		
Advantageous	Expiration date (can be auto filled based on user-defined expiration dates and date stamp)	Function Available	
Advantageous	Time and date stamp at time of entry	Function Available	
Advantageous	Unit ID of person entering information	Function Available	
Advantageous	Agency of person entering information	Function Available	
Advantageous	Name of person entering hazard	Function Available	
Advantageous	Time and date stamp at time of entry	Function Available	
Advantageous	Ability to assign codes to hazard types.	Function Available	
	Ability to create templates for hazards (e.g., chlorine storage) that are triggered by agency-defined location types (e.g., swimming pool).	Function Available	
Advantageous	Ability to assign priorities to hazard codes.	Function Available	
Advantageous	Ability to assign expiration dates to hazards.	Function Available	
	Pre-Plans		
Advantageous	Ability for CAD to access existing pre-plan information.	Function Available	
	Ability to provide data fields to maintain pre-plans information, including, but not limited to:		
Advantageous	Facility Address	Function Available	
Advantageous	Facility Name	Function Available	
Advantageous	Facility Phone Number	Function Available	
Advantageous	Occupancy Type	Function Available	
Advantageous	Emergency contact name (multiple)	Function Available	
Advantageous	Emergency contact phone number (multiple)	Function Available	
Advantageous	Lock Box Location	Function Available	
Advantageous	Fire Department Connection Location	Function Available	
Advantageous	Hours of Operation	Function Available	
Advantageous	Life Hazards	Function Available	
Advantageous	Maximum Occupancy	Function Available	
Advantageous	Special Information	Function Available	
Advantageous	Invalids	Function Available	
Advantageous	Construction type	Function Available	
Advantageous	Exterior Walls	Function Available	
Advantageous	Interior Walls	Function Available	
Advantageous	Roof type	Function Available	
Advantageous	Hazard Rating	Function Available	
Advantageous	Special Hazards	Function Available	
Advantageous	Building Height	Function Available	
Advantageous	Above Grade	Function Available	
Advantageous	Below Grade	Function Available	
	Fire Protection:		
Advantageous	Standpipe/Sprinkler Connection (multiple)	Function Available	
Advantageous	Primary Hydrant	Function Available	
Advantageous	Secondary Hydrant	Function Available	
Advantageous	Hydrant on Alternate Main	Function Available	
Advantageous	Other system (e.g., Halon)	Function Available	
	Utilities:		
Advantageous	Gas shutoff location	Function Available	
Advantageous	Electric shutoff location	Function Available	
Advantageous	Water shutoff location	Function Available	
Advantageous	Fuels (type) shutoff location)	Function Available	
Advantageous	Fire Box No.	Function Available	
	Exposures:		
Advantageous	Interior (type and amount)	Function Available	
Advantageous	Exterior (type and amount)	Function Available	

Advantageous	HazMat (type and amount)	Function Available	
Advantageous	Narrative	Function Available	
	Completed by:		
Advantageous	Name	Function Available	
Advantageous	Badge No.	Function Available	
Advantageous	Date	Function Available	
Advantageous	Reviewer	Function Available	
Advantageous	Ability to create templates for pre-plans.	Function Available	
Advantageous	Ability to include images on pre-plan information.	Function Available	
	Flags and Notifications Maintenance		
Advantageous	Ability to prevent users from disabling audible warning tones.	Function Available	
Highly Advantageous	Ability for high priority incident flags to be available to user but not prevent operator from continuing current work (e.g., window does not cover entire workstation screen).	Function Available	
Advantageous	Ability to provide narrative information with flags.	Function Available	
Advantageous	Ability to keep hazard and event flags in CAD system for an unlimited length of time until manually removed by administrator/supervisor.	Function Available	
Advantageous	Ability to notify system administrator when flags exceed a customer-defined time period.	Function Available	
Advantageous	Ability to archive deleted hazards and event flags.	Function Available	
Advantageous	Ability to maintain a record of deleted hazards and event flags.	Function Available	
	Administrative Contact Database		
Highly Advantageous	Ability to maintain a searchable list of contact information and telephone numbers related to other city and state departments, utility companies, hospitals, ambulance companies, and other law, fire, and EMS agencies.	Function Available	
Advantageous	Ability for assigned staff with proper security clearance to update contact list on an as needed basis.	Function Available	
Advantageous	Ability to access administrative contact database directly from CAD window.	Function Available	
Highly Advantageous	Ability to access administrative contact database from other than a CAD workstation based on security permission (Mobile, web, handheld, etc.)	Function Available	
Advantageous	Ability to create and maintain an agency-defined centralized database of indexed resource telephone, pager and unit radio assignments accessible by all CAD users (Mobile, handheld, web, etc.).	Function Available	
Advantageous	Ability to access external RMS Personnel modules directly from CAD.	Function Available	
	CAD Recovery		
Highly Advantageous	Ability to retain and display last-known unit and incident status in the event of a catastrophic system failure (e.g., at the workstation, remote external logging device or similar solution).	Function Available	
Advantageous	Ability to reset numbering after CAD system has been restarted.	Function Available	
Highly Advantageous	Ability to retain CAD numbering sequence after system has been restarted.	Function Available	
Advantageous	Ability to add incidents retroactively independent of incident number order or sequential time sequence (i.e., incident 15 may have occurred after incident 20) in the event that the CAD system is unavailable for a time.	Function Available	
Advantageous	Ability to process retroactive incidents and assign incident numbers in the same manner as new incidents; the times associated with the incident can be manually edited to preserve actual timeline.	Function Available	
Highly Advantageous	Ability to recreate a moment in time - snapshots (including map) of what was happening at a given time (e.g., every hour) either electronically or in printed form.	Function Available	
Advantageous	Ability to set aside a block of call for service numbers in the event of a catastrophic CAD failure to enable a manual workflow and tracking.	Function Available	
Advantageous	Ability to indicate in the audit trail that an incident was entered "retroactively".	Function Available	
	Additional Fire Dispatching Requirements		
	Move-up Management		
Highly Advantageous	Ability to identify station coverage deficiencies based on minimum staffing levels by apparatus type.	Function Available	Function available through our third party partner, Deccan International's LiveMUM application which has been provided as an option, or with an interface to the Denver developed fire move-up software.
	Ability to recommend move-ups based on:		
Highly Advantageous	Fixed station order	Function Available	Function available through our third party partner, Deccan International's LiveMUM application which has been provided as an option, or with an interface to the Denver developed fire move-up software.
Highly Advantageous	Current vehicle location (e.g., AVL)	Function Available	
Highly Advantageous	Alarm levels	Function Available	
	Ability for dispatchers to:		
Advantageous	Accept move-up recommendations	Function Available	
Highly Advantageous	Override move-up recommendations	Function Available	
Highly Advantageous	Ability to reverse move-ups as apparatus clear calls.	Function Available	
Highly Advantageous	Ability to distinguish between assigned units and units in move-up or cover status.	Function Available	
Highly Advantageous	Ability to provide an alert when locations are nearing station coverage deficiencies.	Function Available	
Highly Advantageous	Ability for move-up recommendations to take into account units from neighboring jurisdictions (e.g., other cities, mutual aid).	Function Available	
Highly Advantageous	Ability for move-up recommendations to take into account the number of nearby units that are attending the incident and recommend units from farther away (e.g., Pull units from 5 miles away as opposed to 2 miles away to prevent a coverage "black hole")	Function Available	
	Integrated Dispatching Protocols		
Highly Advantageous	Ability to provide integrated questionnaires to assist call takers with logically ordered questions to assess the nature of the emergency.	Function Available	Function available through an interface to our third party partner, Priority Dispatch's ProQA EMD application.
Highly Advantageous	Ability for the agency to configure the questionnaires to meet local call classification requirements.	Function Available	Function available through an interface to our third party partner, Priority Dispatch's ProQA EMD application.
Highly Advantageous	Ability to capture the questions and answers as part of the CAD incident record.	Function Available	Function available through an interface to our third party partner, Priority Dispatch's ProQA EMD application.
Advantageous	Ability to recommend a call type and priority based on the responses to the questionnaire.	Function Available	Function available through an interface to our third party partner, Priority Dispatch's ProQA EMD application.
Advantageous	Ability to recommend the most appropriate unit based on the responses to the questionnaire.	Function Available	
Highly Advantageous	Ability to provide protocols for pre-arrival instructions based on the nature of the emergency.	Function Available	Function available through an interface to our third party partner, Priority Dispatch's ProQA EMD application.
Highly Advantageous	Ability to integrate with Priority Dispatch (MPDS, FPDS, PPDS, ProQA).	Function Available	

Exhibit D
Mobile Funtional Specifications

Importance	Specification	Vendor Response	City Comments
	General Mobile Data Computing Features		
Highly Advantageous	Ability to timestamp all field and dispatch transmissions to and from Mobile.	Function Available	
Advantageous	Ability for user to select printer for which to print from.	Function Available	
	Ability to log all mobile activities (e.g., chats, queries, uploads/downloads of field reports) by the following:		
Highly Advantageous	Agency (i.e., APD, AFD, Sheriff)	Function Available	
Highly Advantageous	Date and time of transmission	Function Available	
Highly Advantageous	Incident number	Function Available	
Highly Advantageous	IP Address	Function Available	
Highly Advantageous	Mobile Terminal ID	Function Available	
Highly Advantageous	Unit call sign	Function Available	
Highly Advantageous	User ID	Function Available	
Highly Advantageous	User name	Function Available	
Highly Advantageous	Vehicle ID	Function Available	
Highly Advantageous	Ability to provide a visual alert if Mobile is receiving negative response from CAD system (no connection to CAD).	Function Available	
Highly Advantageous	Ability to continuously attempt to reconnect to CAD system in the event connectivity is lost.	Function Available	
Highly Advantageous	Ability to "store and forward" any actions performed while disconnected, upon reconnection. Timestamps of any actions while disconnected are retained and used in CAD (not the reconnection time)	Function Available	
Highly Advantageous	Ability to provide screen display formats that are consistent across the application.	Function Available	
Highly Advantageous	Ability to configure screen formats based upon agency (e.g., different display screens for FD and PD).	Function Available	
Highly Advantageous	Ability to support multiple screen formats on the same Mobile (e.g., allow certain members of FD access to Law functions).	Function Available	
	Ability for each user to configure the display of their Mobile, including:		
Advantageous	Font color	Function Available	
Highly Advantageous	Font size	Function Available	
Advantageous	Window size	Function Available	
Advantageous	Window location	Function Available	
Highly Advantageous	Day/Night mode	Function Available	
Highly Advantageous	Ability to store a user profile for mobile display configuration for auto-configuration upon log-in.	Function Available	
	Ability to perform the following tasks at any Mobile:		
Highly Advantageous	Access and display electronic maps	Function Available	
Highly Advantageous	Access and display electronic photos	Function Available	
Highly Advantageous	Electronic messaging between all Mobiles	Function Available	
Highly Advantageous	Electronic messaging between Mobiles and CAD	Function Available	
Advantageous	Store files on removable media (CD, thumb drive, etc.)	Function Available	
Highly Advantageous	Access any systems interfaced to CAD	Function Available	
	Mobile Application User Interface		
Highly Advantageous	Ability for user to toggle among applications on the Mobiles.	Function Available	
Highly Advantageous	Ability for all information to be displayed in real time without user intervention.	Function Available	
Highly Advantageous	Ability for user to toggle among windows.	Function Available	
Highly Advantageous	Ability for user to minimize or expand any window.	Function Available	
Highly Advantageous	Ability to support touch-screen functionality.	Function Available	
Advantageous	Ability to support voice activated (voice command) functionality.	Function Available	
Advantageous	Ability to support text-to-voice functionality.	Function Available	
Highly Advantageous	Ability to display all timers created by CAD operator.	Function Available	
Advantageous	Ability to fully support APS functionality (e.g., voice-to-text, text-to-voice, etc.).	Function Available	
	Ability to accept input from:		
Highly Advantageous	2D barcode reader (driver's license)	Function Available	
Highly Advantageous	Card swipe device	Function Available	
Advantageous	Command entries on a command line	Function Available	
Highly Advantageous	Fingerprint reader	Function Available	
Highly Advantageous	Function keys (one touch keys)	Function Available	
Highly Advantageous	Point-and-click devices (i.e., mouse, trackball, touch pad)	Function Available	
Advantageous	Voice	Function Available	
	Ability to configure a default for the following application settings:		
Highly Advantageous	Audible message	Function Available	
Highly Advantageous	Audible tones	Function Available	
Highly Advantageous	Color	Function Available	
Highly Advantageous	Reverse video (e.g., day/night mode)	Function Available	
Highly Advantageous	Ability to allow users to return to application default settings.	Function Available	
Advantageous	Ability for users to select a configuration scheme that accommodates color-blindness.	Function Available	
Highly Advantageous	Ability to comply with ADA WCAG 2.0	Function Available	
Highly Advantageous	Ability to comply with ADA WCAG 2.1	Function Available	
Highly Advantageous	Ability for users to select a touch screen configuration that accommodates protective hand gear (e.g., big buttons).	Function Available	
Advantageous	Ability to support multiple on-screen button configurations (e.g., left side, right side, top or bottom).	Function Available	
Advantageous	Ability to provide visible differentiation (e.g., color) between active applications.	Function Available	
	Ability to display the following information on the screen during normal operations:		
Highly Advantageous	Availability of wireless connectivity	Function Available	
Highly Advantageous	Communication verification and other Mobile operational status indicators	Function Available	
Advantageous	Current unit	Function Available	
Highly Advantageous	Current unit status (regardless of who assigned the updated status)	Function Available	
Highly Advantageous	Current system date and time	Function Available	
Highly Advantageous	Incident number	Function Available	
Highly Advantageous	Message alert	Function Available	
Highly Advantageous	Radio talk group (if assigned)	Function Available	
Advantageous	Screen name/description	Function Available	
Advantageous	Unit ID	Function Available	
Advantageous	User ID	Function Available	
Highly Advantageous	Vehicle location	Function Available	
Advantageous	Ability to view multiple calls simultaneously (e.g., in different windows).	Function Available	
Highly Advantageous	Ability to view all incident data on a single window with scroll down capabilities.	Function Available	
Highly Advantageous	Ability to view all incident data and map in same window (e.g. incident info on left, map on right)	Function Available	
Highly Advantageous	Ability to open any incident to view dispatch data, units and incident notes.	Function Available	
Highly Advantageous	Ability to display incident status based on incident priority.	Function Available	
Highly Advantageous	Ability to display incidents using different colors for different priorities.	Function Available	

Highly Advantageous	Ability to utilize backwards and forwards buttons to maneuver through screens.	Function Available	
Highly Advantageous	Ability to set user-defined criteria for how data is displayed (e.g., incident screen, unit screen)	Function Available	
Highly Advantageous	Ability for all data displayed within columns to be updated in real-time without user intervention (e.g., incidents, unit statuses, etc.)	Function Available	
Advantageous	Ability to share view screens with other users logged onto the system (e.g., whiteboard/SharePoint type functionality)	Function Not Available	Screen-sharing is not a feature of the mobile client.
Highly Advantageous	Ability for each unit status to be displayed in a unique color.	Function Available	
	Ability to select other units from the Mobile and show:		
Highly Advantageous	Coordinates	Function Available	
Highly Advantageous	Location on a map	Function Available	
Highly Advantageous	Staff assigned	Function Available	
Highly Advantageous	Agency information	Function Available	
Highly Advantageous	Incident assignments	Function Available	
Advantageous	Message log between users	Function Available	
Advantageous	Ability to have City intranet access embedded in the Mobile client.	Function Available	
Advantageous	Ability for each user to turn on/off alerts.	Function Available	
	Function Keys/Commands		
Advantageous	Ability to support single keystroke commands.	Function Available	
Advantageous	Ability to define sub-menus for buttons and function keys so that button and function key commands are based on previous commands.	Function Not Available	Defining sub-menus for buttons and function keys is not a feature of the mobile client.
	Ability for each agency to define keystroke shortcuts for common tasks, including, but not limited to:		
Highly Advantageous	Access to mobile map	Function Available	
Highly Advantageous	Arrived/unit on-scene	Function Available	
Highly Advantageous	Arrived/unit at staging location	Function Available	
Highly Advantageous	Arrived/in area	Function Available	
Highly Advantageous	At hospital	Function Available	
Highly Advantageous	At patient	Function Available	
Highly Advantageous	Clear/available	Function Available	
Advantageous	Display message	Function Available	
Highly Advantageous	Display active incidents	Function Available	
Advantageous	Disposition call	Function Available	
Highly Advantageous	Emergency	Function Available	
Highly Advantageous	En route	Function Available	
Highly Advantageous	In-service	Function Available	
Highly Advantageous	In-quarters	Function Available	
Highly Advantageous	Logon/logoff	Function Available	
Highly Advantageous	Out-of-service	Function Available	
Highly Advantageous	Retrieve call information	Function Available	
Advantageous	Retrieve premise information	Function Available	
Advantageous	Retrieve roster	Function Available	
Advantageous	Retrieve unit status	Function Available	
Advantageous	Routine queries (e.g., license plate or name lookup)	Function Available	
Highly Advantageous	Units assigned to call	Function Available	
Advantageous	Update unit status	Function Available	
Advantageous	Ability to pull up a "call disposition" mask.	Function Available	
Advantageous	Ability to provide a drop down menu for call dispositions.	Function Available	
Highly Advantageous	Ability for each agency to define call dispositions.	Function Available	
Advantageous	Ability to reject a disposition if unsuitable for the incident type.	Function Available	
Advantageous	Ability to provide a text field for disposition comments.	Function Available	
Advantageous	Ability to clear all units from a call upon the entry of a disposition from the Mobile.	Function Available	
Advantageous	Ability to require a confirmation prior to clearing all units from a call from the Mobile.	Function Available	
Highly Advantageous	Ability to require a Mobile user to enter a disposition prior to clearing the last unit from the Mobile.	Function Available	
Highly Advantageous	Ability for each agency to have their own unique disposition codes and not be presented with disposition codes used by other agencies (e.g., FD only sees Fire disposition codes).	Function Available	
Highly Advantageous	Ability to configure a Mobile button (tool bar or function key) to launch any third-party program (e.g., Adobe, Word, etc.).	Function Available	
	Security		
Highly Advantageous	Ability to require both user identification and password.	Function Available	
Highly Advantageous	Ability to require two-factor authentication	Function Available	
Highly Advantageous	Ability for agency to set the time a Mobile can remain inactive before automatically logging out the user.	Function Available	
Highly Advantageous	Ability for agency to set the time a Mobile can remain inactive before automatically locking out the user.	Function Available	
Highly Advantageous	Ability to print a log of all transactions for a Mobile computer.	Function Available	
Highly Advantageous	Ability for client to remain logged in (to CAD), despite software shut-downs or computer re-boot.	Function Available	
	Systems Integration		
	CAD/Mobile Integration		
Advantageous	Ability to log onto the CAD system from the Mobile.	Function Available	
Highly Advantageous	Ability to view all incident information available in CAD on the Mobile.	Function Available	
Highly Advantageous	Ability to view all location information available in CAD on the Mobile.	Function Available	
Highly Advantageous	Ability to confirm the receipt of status updates from the Mobile.	Function Available	
Advantageous	Ability to run multiple applications (e.g., mobile, automated field reporting) on the Mobile at the same time, with CAD operations having precedence over reporting operations.	Function Available	
Highly Advantageous	Ability to receive dispatch alerts and/or indicators without losing current work.	Function Available	
Highly Advantageous	Ability to acknowledge dispatch without losing current work.	Function Available	
Highly Advantageous	Ability to bring dispatch to forefront without losing current work.	Function Available	
Highly Advantageous	Ability to configure audible alert tone for dispatch notification.	Function Available	
Highly Advantageous	Ability to receive and acknowledge a dispatch notification without losing any data from other applications.	Function Available	
Advantageous	Ability to query employee database of contact information.	Function Available	
Highly Advantageous	Ability to query any database within the CAD application from the Mobile.	Function Available	
Highly Advantageous	Ability to query any system interfaced to the CAD application.	Function Available	
	Police RMS/Mobile Integration		
Highly Advantageous	Ability to have a direct link to RMS queries, and pull name and vehicle queries directly from the name and vehicle form without an additional login or retyping the words.	Function Available	
Highly Advantageous	Ability to run queries from the Mobile into the Police RMS.	Function Available	
Advantageous	Ability to message between CAD/Mobile stations and users on the Police RMS.	Function Available	
Highly Advantageous	Ability to automatically query the Police RMS upon dispatch to a location.	Function Available	
Highly Advantageous	Ability for Police to access Fire RMS information (e.g., pre-plans) from the Mobile.	Function Available	
Highly Advantageous	Ability for alerts created in CAD or RMS to be made available to users in the Mobile environment	Function Available	

Advantageous	Ability to link log-on information with Personnel data in the Police RMS (e.g., User ID identifies special skills associated with user)	Function Available	
	Fire RMS/Mobile Integration		
Highly Advantageous	Ability to run queries from the Mobile into the Fire RMS.	Function Available	
Advantageous	Ability to message between CAD/Mobile stations and users on the Fire RMS.	Function Available	
Highly Advantageous	Ability to automatically query the Fire RMS upon dispatch to a location (e.g., pre-plans, hazardous information made available to user).	Function Available	
Highly Advantageous	Ability to utilize any Fire RMS data in Mobile (inspections, hydrants, staffing, schedules, etc.)	Function Available	
Advantageous	Ability to link log-on information with Personnel data in the Fire RMS.	Function Available	
	Logon/Logoff		
	Ability to require any agency-determined combination of the following information to logon to CAD/Mobile system:		
Highly Advantageous	Biometrically obtained information (two-factor authentication)	Function Available	
Advantageous	Equipment (equipment serial numbers, equipment descriptions, etc.)	Function Available	
Advantageous	Identification card	Function Available	
Advantageous	License plate number	Function Available	
Highly Advantageous	Partner ID(s)	Function Available	
Highly Advantageous	Password	Function Available	
Highly Advantageous	Personnel/badge number	Function Available	
Highly Advantageous	Radio ID(s)	Function Available	
Advantageous	Position ID(s) (e.g., driver)	Function Available	
Highly Advantageous	Unit ID	Function Available	
Highly Advantageous	User ID	Function Available	
Highly Advantageous	User name(s)	Function Available	
Highly Advantageous	Vehicle ID	Function Available	
Advantageous	Status (e.g., in service, out-of service, etc.)	Function Available	
Highly Advantageous	Agency-defined	Function Available	
Highly Advantageous	Ability to save data entered into user logon fields that remains the same from session to session (e.g., all information other than password).	Function Available	
Highly Advantageous	Ability for each agency to define mandatory logon fields.	Function Available	
Highly Advantageous	Ability to allow agency to define mandatory logon fields for users not logging on to CAD through a Mobile.	Function Available	
	Ability to logoff with the following information:		
Advantageous	Mileage	Function Available	
Advantageous	Unit ID	Function Available	
Advantageous	Miscellaneous comments	Function Available	
Advantageous	Ability to support a single password sign-on to CAD, the Mobile and the operating system.	Function Available	
Highly Advantageous	Ability to automatically provide notification following a Mobile-defined number of unsuccessful logon attempts.	Function Available	
	Ability to automatically notify the following of Mobile logon and logoffs (e.g., name, ID, etc.):		
Highly Advantageous	Dispatchers	Exception	Status monitors display units as they logon on and disappear as they log off.
Advantageous	Field supervisors	Exception	Status monitors display units as they logon on and disappear as they log off.
Highly Advantageous	Ability to logon multiple individuals per unit.	Function Available	
Highly Advantageous	Ability to assign an individual to a unit at any time from within the mobile application.	Function Available	
Highly Advantageous	Ability to remove an individual from a unit at any time from within the mobile application.	Function Available	
Highly Advantageous	Ability, when there are multiple users logged onto one Mobile to allow one user to logoff the system while allowing another to remain logged on.	Function Available	
Highly Advantageous	Ability for a resource to be logged on but not available for service.	Function Available	
Advantageous	Ability for a unit logged on to automatically default to a defined status (Available, In Quarters, Out of Service, etc.).	Function Available	
Advantageous	Ability to assign a log-on status at login.	Function Available	
Highly Advantageous	Ability to logoff personnel without logging off the associated apparatus (e.g., firefighters changing shift).	Function Available	
Advantageous	Ability to logoff a Mobile and remain logged into CAD system.	Function Available	
	Ability for a user to logoff the system and save information on the Mobile including:		
Advantageous	In-progress reports	Function Available	
Highly Advantageous	Messages	Function Available	
Highly Advantageous	Notes	Function Available	
Advantageous	Query returns	Exception	Query returns are removed from the mobile at log off. However, returns can be attached to incidents if permitted by the agency.
	Ability to store the following until manually deleted by the user:		
Advantageous	In-progress reports	Function Not Available	Users are unable to delete reports from the mobile client.
Highly Advantageous	Messages	Function Available	
Highly Advantageous	Notes	Exception	Notes saved within an incident cannot be deleted from the mobile client.
Advantageous	Query returns	Exception	Query returns are removed from the mobile at log off. However, returns can be attached to incidents if permitted by the agency.
Advantageous	Ability to support a user-initiated download of software/files at logon without interfering with operational performance.	Function Available	
Highly Advantageous	Ability to support an automatic download of software/files at logon without interfering with operational performance.	Function Available	
Highly Advantageous	Ability to separate Mobile logoff from designating status as off-shift.	Function Available	
Highly Advantageous	Ability to separate Mobile logon from designating status as on-shift.	Function Available	
Highly Advantageous	Ability to provide a confirmation window upon a user attempting to log out of the Mobile application.	Function Available	
	Mobile Mapping		
Highly Advantageous	Ability to support AVL functionality.	Function Available	
	Ability to support AVL Data using, but not limited to the below protocols and integrations:		
Highly Advantageous	NMEA AVL Data Protocol.	Function Available	
Highly Advantageous	TAIP AVL Data Protocol.	Function Available	
Advantageous	Windows Location Services.	Function Available	
Advantageous	TCP	Function Available	
Advantageous	UDP	Function Available	
Advantageous	Bluetooth	Function Available	
Advantageous	USB	Function Available	
Highly Advantageous	Ability to cache map layers to minimize the amount of data transmitted wirelessly.	Function Available	
Highly Advantageous	Ability to utilize Google map data for display.	Function Available	PremierOne Mobile Map supports an integrated multi-layer map and allows users to open coordinates in Google maps using the default browser.
Highly Advantageous	Ability to update unit and incident locations on map without resetting the entire map.	Function Available	
Highly Advantageous	Ability to update map wirelessly.	Function Available	
Highly Advantageous	Ability for map to function in the background and not supersede other applications.	Function Available	
Highly Advantageous	Ability to zoom in/out to fixed extents.	Function Available	

Highly Advantageous	Ability to pan by swiping across touchscreen.	Function Available	
Advantageous	Ability to display map legend.	Function Available	
Advantageous	Ability to display compass direction between two user selected points.	Function Available	
Highly Advantageous	Ability to graphically display street network for a desired coverage area.	Function Available	
Highly Advantageous	Ability to select map layers for display.	Function Available	
Highly Advantageous	Ability to create an agency-defined boundary layer (e.g., beat, fire zone box)	Function Available	
Highly Advantageous	Ability to automatically refresh current vehicle location at agency-defined intervals.	Function Available	
	Ability to center map display on:		
Highly Advantageous	Current vehicle location (with AVL)	Function Available	
Highly Advantageous	Midpoint between vehicle location and dispatch location	Function Not Available	Centering map on mid-point is not a feature of the Mobile Map.
Highly Advantageous	Dispatch location	Function Available	
Highly Advantageous	Location of cursor when mouse button is clicked	Function Available	
Highly Advantageous	Vehicle activating emergency activation key	Function Available	
Advantageous	Specified geographic area (e.g., entering an address via text entry)	Function Available	
Advantageous	Other user logged on	Function Available	
Highly Advantageous	Incident location	Function Available	
Advantageous	Ability to display location at cursor when mouse button is clicked.	Function Available	
Highly Advantageous	Ability for user to access apartment complex maps upon clicking on the location for a complex (assuming user-created map layer containing site maps).	Function Available	
Advantageous	Ability to add and/or delete bookmarks.	Function Available	
Advantageous	Ability to center the map on a verified location and mark the location with a unique icon.	Function Available	
	Ability to select and view X/Y (lat/long) coordinates:		
Highly Advantageous	Current location	Select from Drop Down List	
Advantageous	Selected location on a map	Select from Drop Down List	
Highly Advantageous	Ability to display other field units in the same agency on mobile map (assuming AVL and sufficient bandwidth).	Select from Drop Down List	
Highly Advantageous	Ability to display other field units in other agencies, by user selection, on mobile map (assuming AVL and sufficient bandwidth).	Select from Drop Down List	
Highly Advantageous	Ability to display other field units responding on the same assigned incident (regardless of Agency) on mobile map (assuming AVL and sufficient bandwidth).	Select from Drop Down List	
Highly Advantageous	Ability to make temporary "marks" on map (e.g., to note locations of a perimeter or the locations of apparatus at a large scene).	Select from Drop Down List	
Highly Advantageous	Ability to display active incidents and unit statuses on the map.	Select from Drop Down List	
Highly Advantageous	Ability to filter the display of active incident and unit status based on map scale.	Select from Drop Down List	
Advantageous	Ability to enter an address and display map along with indicators of additional information available in the system.	Select from Drop Down List	
Highly Advantageous	Ability to display user-specified map layers (e.g., hydrants, hazards) surrounding an incident location.	Select from Drop Down List	
Highly Advantageous	Ability to provide closest cross streets.	Select from Drop Down List	
Advantageous	Ability to automatically generate a perimeter upon entry of a location and perimeter distance (e.g., set a 3 block perimeter around 300 Main St.).	Exception	PremierOne does not automatically generate perimeters but does allow dispatch and field officers to create them. In PremierOne they are called geo-fences.
Advantageous	Ability to receive suggested perimeter positions from dispatch.	Function Available	
Highly Advantageous	Ability for suggested perimeter positions to automatically appear on a map upon receipt.	Function Available	
Highly Advantageous	Ability for map to function without wireless connectivity.	Function Available	
Highly Advantageous	Ability to click on a unit or incident in the incident queue or unit status bar and have it displayed on the map.	Function Available	
Advantageous	Ability to calculate distance between two points on the map.	Function Available	
Advantageous	Ability to embed or attach users map as an image in message.	Function Available	
Highly Advantageous	Ability to support orthophoto (aerial photographs) data layers.	Function Available	
Advantageous	Ability to support integration with Pictometry (side angle photograph of buildings) data layers.	Function Available	
Advantageous	Ability for system administrator to set layer tolerances to enable/restrict data displayed based on zoom level and criteria within the layer data.	Function Available	
Advantageous	Ability for user to override layer tolerances to display layers that are hidden based on zoom tolerances.	Function Available	Users are able to manually zoom in/out of the mobile map through the GIS Administrator designated tolerances in order to display hidden layers such as ortho-photography.
Highly Advantageous	Ability to map layers using multiple datasets (unserved arrest warrants, premise history files, etc.).	Function Available	
Highly Advantageous	Ability to display units that have Mobile computers but are not logged into CAD.	Function Available	
	Mapping Configurability		
Highly Advantageous	Ability for the system administrator to assign mobile icon shapes.	Function Available	
Highly Advantageous	Ability for mapping client to load automatically upon system boot.	Function Available	
Highly Advantageous	Ability for the system administrator to assign incident icon shapes and colors, based on status.	Function Available	
	Ability to filter display by:		
Highly Advantageous	Unit type	Function Available	
Advantageous	Unit status	Function Available	
Advantageous	Incident type	Function Available	
Advantageous	Incident priority	Function Available	
Highly Advantageous	Vehicle type (e.g., Fire apparatus only)	Function Available	
Advantageous	Radio devices	Function Available	
Highly Advantageous	Incident number	Function Available	
Highly Advantageous	Response area	Function Available	
Highly Advantageous	Sector	Function Available	
Advantageous	Fire zone box	Function Available	
Advantageous	Active incidents	Function Available	
Highly Advantageous	Subsets of pending or active incidents (e.g., only fire)	Function Available	
Highly Advantageous	Ability to present user with a list of available layers that can easily be modified (e.g., checkbox of layers) and turned on/off.	Function Available	
Advantageous	Ability for users to create custom maps.	Function Not Available	Mobile Client does not have a feature to create or share custom maps.
Advantageous	Ability to share custom maps with other users	Function Not Available	Mobile Client does not have a feature to create or share custom maps.
Advantageous	Ability to create user-defined map distribution groups.	Function Not Available	Mobile Client does not have a feature to create or share custom maps.
	Ability to share custom maps by the following methods:		
Highly Advantageous	All users assigned to an incident	Function Not Available	Mobile Client does not have a feature to create or share custom maps.
Advantageous	Individual users	Function Not Available	Mobile Client does not have a feature to create or share custom maps.
Advantageous	Ability to draw custom objects on a map.	Function Not Available	Mobile Client does not have a feature to create or share custom maps.
	Routing		
Highly Advantageous	Ability to automatically calculate directions from user's current location (on Mobile using AVL) to dispatched location.	Function Available	
Highly Advantageous	Ability to support quickest-time routing for all dispatches.	Function Available	
Highly Advantageous	Ability to suggest multiple routes if other routes are within an agency-defined time period (e.g., suggest multiple routes if within .5 minutes)	Function Available	
Highly Advantageous	Ability to recalculate directions to incident/specified location on the fly.	Function Available	

Highly Advantageous	Ability to display shortest route from point-A to point-B (i.e., street network routing), and highlight quickest route, including directions based upon roadway/access availability (e.g., construction, detours).	Function Available	
Highly Advantageous	Ability to provide audible routing information.	Function Available	
Highly Advantageous	Ability to provide text based routing information.	Function Available	
	Ability to take into account the following when calculating routing directions:		
Highly Advantageous	Street speed limits	Function Available	
Advantageous	Weather	Function Not Available	Weather is not taken into account when calculating routing directions.
Highly Advantageous	Closed streets	Function Available	
Highly Advantageous	Dispatch entered obstacles	Function Available	
Advantageous	Mobile user entered obstacles	Function Available	
Highly Advantageous	Apparatus-/unit-specific limitations (large fire apparatus vs motorcycle)	Function Available	
Highly Advantageous	Distance between vehicle and incident location	Function Available	
Highly Advantageous	Ability to highlight on the map the recommended route from current location to a dispatched incident site.	Function Available	
Highly Advantageous	Ability for Mobile user to turn recommended route ability on/off.	Function Available	
Highly Advantageous	Ability to clearly display potential obstacles along route.	Function Available	
Highly Advantageous	Ability to provide estimated travel time.	Function Available	
Highly Advantageous	Ability to record all routing displays within CAD (e.g., map displays, travel time, travel time estimation, etc.) for analysis to improve routing algorithms.	Function Not Available	Mobile client does not have a feature to record all routing displays with CAD.
	Vehicle Pursuit		
	Ability to enter into "Pursuit Mode" which automatically performs the following functions:		
Highly Advantageous	Pre-empts user from all other calls	Function Available	
Highly Advantageous	Increases rate of AVL updates (e.g., updates every 2 seconds as opposed to standard)	Function Available	
Highly Advantageous	Automatically notifies other Mobile users.	Function Not Available	Not an automatic notification
Highly Advantageous	Centers map on vehicle	Function Available	
Advantageous	Changes color, size or type of map icon	Function Available	
Advantageous	Prevents overlay of agency-defined screen updates and alerts	Function Available	
Advantageous	Ability to display a "bread crumb" trail of vehicle when in pursuit.	Exception	PremierOne displays a bread-crum trail in playback mode, not when in pursuit.
	AVL Integration		
Advantageous	Ability to view other unit locations and last known locations (and time stamp) in real time.	Function Available	
Highly Advantageous	Ability to integrate GPS (radio or mobile phone) into mapping client.	Function Available	
Highly Advantageous	Ability to accept AVL/GPS data from multiple sources for a unit/user (Vehicle Laptop, handheld radio, smartphone, GPS tag, etc.) in mobile as well as CAD.	Function Available	
Advantageous	Ability for agencies to define who is able to view unit locations.	Function Available	
Highly Advantageous	Ability to display vehicle location on a map and view progress toward incident location.	Function Available	
Highly Advantageous	Ability to display direction of travel of units.	Function Available	
Highly Advantageous	Ability to automatically rotate map so that unit is automatically displayed moving the same direction.	Function Available	
Advantageous	Ability to receive automatic alerts for agency-defined criteria (e.g., hazards, outstanding warrant, sex offender) based on proximity of unit to coordinate.	Function Available	
Advantageous	Ability for user to turn off and on the automatic alerts based on location.	Function Available	
Advantageous	Ability to provide a unique alert field units when other field units are in a agency-defined radius (e.g., to avoid collisions at intersections).	Function Not Available	Alerts when units are within an agency-defined radius of each other is not a feature of the Mobile Client.
Highly Advantageous	Ability to update map display based on AVL location such that as vehicle moves closer to a destination location the map zooms in to provide more detail.	Function Available	
Highly Advantageous	Ability for system to automatically recognize a unit location and update status appropriately and logically (En Route to On Scene, In Quarters to Available, Available to In Quarters, etc.).	Function Available	
Advantageous	Ability for system administrator to turn on/off AVL functionality for individual units (e.g., undercover units)	Function Available	
Advantageous	Ability for certain mobile users to turn on/off AVL functionality (Supervisors).	Function Available	
Advantageous	Ability for users to input unit location (e.g., zone box number, beat, etc.) in the event AVL is unavailable.	Function Available	
	Emergency Key Functionality		
Highly Advantageous	Ability to initiate an emergency message transmission from a touch screen button or hot key.	Function Available	
	Ability to automatically transmit the following information in an emergency situation:		
Highly Advantageous	Last known location	Function Available	
Highly Advantageous	Current location (with AVL)	Function Available	
Highly Advantageous	Reference to incident	Function Available	
Highly Advantageous	User ID	Function Available	
Highly Advantageous	User name	Function Available	
Highly Advantageous	Ability to configure emergency key to capture agency-defined combination of above information.	Function Available	
Highly Advantageous	Ability to link emergency key function in mobile to a portable radio emergency activation.	Function Available	
Highly Advantageous	Ability to send to all Mobile and CAD users (except the sender) an emergency notification with unit ID and location (if known) when the emergency key is activated.	Function Available	
Highly Advantageous	Ability to prevent emergency notification from appearing on the sender's screen.	Function Available	
Highly Advantageous	Ability for the Mobile screen to revert to its prior view after the user dismisses an emergency message.	Function Available	
Highly Advantageous	Ability to send location coordinates upon triggering an emergency key.	Function Available	
	Ability for system administrator to turn off emergency key functionality by:		
Highly Advantageous	Device	Function Available	
Highly Advantageous	User	Function Available	
	Mobile Dispatch Operations		
Highly Advantageous	Ability to receive dispatches on the Mobile.	Function Available	
Highly Advantageous	Ability for dispatches to open automatically on mobile computers.	Function Not Available	Mobile user must select the call to view its details.
Highly Advantageous	Ability to provide identical functionality as within a Mobile as a handheld device (e.g., smart phone, etc.)	Exception	Handheld and mobile clients do not have feature parity. A general comparison is available in the solution description.
	Ability to alert mobile users that a new dispatch has arrived using:		
Highly Advantageous	Audible alert	Function Available	
Highly Advantageous	Visual alert	Function Available	
	Ability to provide a distinguishable alert for high priority calls (as defined by each agency):		
Highly Advantageous	Audible	Function Available	
Highly Advantageous	Visible	Function Available	
Advantageous	Ability for all personnel dispatched to an incident to receive notification when other personnel are en route.	Function Available	
Advantageous	Ability for Mobile users to add themselves to an incident.	Function Available	
Highly Advantageous	Ability for all personnel dispatched to an incident to received notification of status and location changes of other personnel dispatched to the call.	Function Available	

Highly Advantageous	Ability for a supervisor to automatically receive Mobile activity reports (e.g., supervisors receive carbon copies of all user activity)	Function Available	
Advantageous	Ability for authorized personnel to create user-defined groups or lists for which they will be copied on all activity.	Function Available	
Highly Advantageous	Ability to access and read all call comments associated with a call regardless of whether assigned to the call.	Function Available	
	Ability to display the following information in distinct fields or tabs (as opposed to in the call narrative) upon receipt of dispatch:		
Highly Advantageous	Agency Case Number	Function Available	
Highly Advantageous	Assisting unit(s)	Function Available	
Highly Advantageous	Comments/narrative (unlimited)	Function Available	
Highly Advantageous	Date and time incident entered	Function Available	
Highly Advantageous	Driver registration information	Function Available	
Highly Advantageous	HAZMAT code and instructions	Function Available	
Highly Advantageous	HAZMAT status	Function Available	
Highly Advantageous	Incident location with cross streets	Function Available	
Highly Advantageous	Incident priority	Function Available	
Highly Advantageous	Incident type	Function Available	
Highly Advantageous	Number of previous calls at a location.	Function Available	
Highly Advantageous	Pre-plan information	Function Available	
Advantageous	Reporting party address	Function Available	
Highly Advantageous	Reporting party name	Function Available	
Highly Advantageous	Reporting party phone	Function Available	
	Additional information:		
Highly Advantageous	Name	Function Available	
Highly Advantageous	Description	Function Available	
Highly Advantageous	Location	Function Available	
Highly Advantageous	Phone number at incident location (if different)	Function Available	
Highly Advantageous	Premise and prior information flag	Function Available	
Highly Advantageous	Premise history information	Function Available	
Advantageous	Recommended route	Function Available	
Highly Advantageous	System generated incident number	Function Available	
Highly Advantageous	Weapons involved	Function Available	
Highly Advantageous	Agency-defined data	Function Not Available	Agency defined data fields are not available in the mobile client.
Highly Advantageous	Ability to display most current incident data at the top of the screen.	Function Available	
Highly Advantageous	Ability to double click on an incident and retrieve additional information.	Function Available	
Highly Advantageous	Ability for user to filter information displayed on incident screen (e.g., to allow most important information top priority).	Function Available	
Highly Advantageous	Ability to have different types of information on different screens (e.g., tabs - one for current incident, one for related premise history, etc.) such that users can easily filter or access information.	Function Available	
Highly Advantageous	Ability to limit access to incident information if there is sensitive information (e.g., police information only).	Function Available	
Highly Advantageous	Ability to alert user that premise history or hazards are associated with a location.	Function Available	
Highly Advantageous	Ability to alert user that pre-plan information is available when deployed to a location.	Function Available	
Advantageous	Ability to create hyperlinks within the application to search for additional information on agency-defined data fields.	Function Not Available	Agency defined data fields are not available in the mobile client.
Highly Advantageous	Ability to pull up a previous call in a premise history file and show any hazards that were valid at the time of the call.	Function Available	
Advantageous	Ability to provide periodic (agency-defined) alerts to user of available premise history or hazards until the user has opened the file containing the information.	Function Available	
Highly Advantageous	Ability to time and date stamp when the user has opened the file containing premise history or hazard information.	Function Available	
Highly Advantageous	Ability to indicate to dispatcher that mobile device has received the dispatch message.	Function Available	
	Ability to update unit status including, but not limited to:		
Highly Advantageous	Available	Function Available	
Highly Advantageous	Busy	Function Available	
Highly Advantageous	Clear	Function Available	
Highly Advantageous	Delayed response	Function Available	
Highly Advantageous	In training	Function Available	
Highly Advantageous	On-scene	Function Available	
Highly Advantageous	Out-of-service	Function Available	
Highly Advantageous	Responding	Function Available	
Highly Advantageous	Staging	Function Available	
Highly Advantageous	In area	Function Available	
Highly Advantageous	At patient	Function Available	
Advantageous	Fire Extinguished	Function Available	
Highly Advantageous	Agency-defined	Function Available	
Advantageous	Ability to prompt user for an expected time delay upon entry of delayed response unit status.	Function Available	
Highly Advantageous	Ability to receive supplemental incident information (e.g., location, suspect, vehicle information, etc.) without interrupting or overlaying current screen.	Function Available	
Highly Advantageous	Ability to indicate type of premise information that is attached to a call (e.g., gate code, hazard, etc.) so that user can decide whether or not to retrieve the information.	Function Available	
Highly Advantageous	Ability for field units to have the option of displaying premise information attached to the call.	Function Available	
Advantageous	Ability to identify categories of premise information that must be viewed prior to call being closed.	Function Available	
Highly Advantageous	Ability to record the viewing of premise information in the audit trail.	Function Available	
	Ability to alert user that supplemental incident information is available for viewing via:		
Highly Advantageous	Audible alert	Function Available	
Highly Advantageous	Visual alert	Function Available	
Highly Advantageous	Ability for supplemental information to be visually distinct from information previously received by Mobile user (e.g., separate font color, highlighted, etc.)	Function Available	
Highly Advantageous	Ability for mobile screen to update automatically as new information is added to a call (e.g., without user intervention).	Function Available	
Advantageous	Ability to configure application such that user intervention is required to refresh a mobile screen to display new information.	Function Available	A user can set the frequency on incident updates from 15 secs to 60 secs or unselect automatic updates altogether. User would be required to refresh a mobile screen to display new information.
Highly Advantageous	Ability to transmit status information to the CAD system in real time.	Function Available	
Highly Advantageous	Ability to retrieve previous incidents at incident location.	Function Available	
Highly Advantageous	Ability to clear calls from the Mobile.	Function Available	
Highly Advantageous	Ability to require a call clearance code in order to clear a call from the Mobile.	Function Available	
Highly Advantageous	Ability for all agencies to see incident information sent to other agencies dispatched to the same incident.	Function Available	

Highly Advantageous	Ability for law enforcement personnel to view related Fire/EMS calls (e.g., if dispatched to a Fire/EMS call).	Function Available	
Advantageous	Ability for Fire/EMS personnel to view related law enforcement calls (e.g., if dispatched to a law enforcement call).	Function Available	
	Field-Initiated Incident		
	Ability to initiate a call for service from the Mobile, including:		
Highly Advantageous	Call for service	Function Available	
Highly Advantageous	Traffic stop	Function Available	
Highly Advantageous	Subject stop	Function Available	
Highly Advantageous	Administrative activity (e.g. training, field inspections, etc.)	Function Available	
Highly Advantageous	Ability to initiate a call for service with a function-key.	Function Available	
Highly Advantageous	Ability, with appropriate supporting mapping/AVL technology, to indicate unit/incident location when initiating an incident from the field.	Function Available	
Highly Advantageous	Ability to validate self-initiated call for service location at the dispatch level.	Function Available	
	Queries		
Highly Advantageous	Ability to query and view pending calls.	Function Available	
Highly Advantageous	Ability to query and view active calls.	Function Available	
	Ability to query and view unit status by:		
Advantageous	Area command	Function Available	
Advantageous	Beat	Function Available	
Advantageous	Battalion	Function Available	
Highly Advantageous	City	Function Available	
Advantageous	Sector	Function Available	
Advantageous	Fire zone box	Function Available	
Highly Advantageous	Individual unit/apparatus	Function Available	
Advantageous	Squad/company	Function Available	
Highly Advantageous	Staff assigned to unit	Function Available	
Highly Advantageous	Ability to query and retrieve premise information for an address not associated with a call for service.	Function Available	
	Ability to query the following systems from the mobile computer:		
Highly Advantageous	CAD	Function Available	
Highly Advantageous	Police RMS (with permission)	Function Available	
Highly Advantageous	Fire RMS (with permission)	Function Available	
Highly Advantageous	NLETS (including the ability to view images)	Function Available	
Highly Advantageous	NCIC	Function Available	
Highly Advantageous	State Law Enforcement Telecommunications Systems/Criminal Justice Information	Function Available	
Highly Advantageous	Any databases interfaced to CAD	Function Available	
Highly Advantageous	Ability to search and query all appropriate databases with one query request.	Function Available	
Advantageous	Ability to provide check boxes for users to indicate which databases to query.	Function Available	
Highly Advantageous	Ability to set agency-defined defaults for databases to query.	Function Available	
Highly Advantageous	Ability to search and query all appropriate databases without impacting dispatching performance.	Function Available	
Highly Advantageous	Ability to attach any database query return to incident records.	Function Available	
Highly Advantageous	Ability to cut and paste any database query return into incident records.	Function Available	
Highly Advantageous	Ability to consolidate query returns when multiple databases are searched.	Function Available	
Highly Advantageous	Ability to indicate source of information in consolidated query returns.	Function Available	
Advantageous	Ability to query a location to obtain contact (e.g., responsible party) information.	Function Available	
Highly Advantageous	Ability to query a location to access pre-plans.	Function Available	
Highly Advantageous	Ability to initiate queries with a single key stroke.	Function Available	
Highly Advantageous	Ability to use predefined data entry forms/screens (masks) to minimize data transmitted during queries.	Function Available	
Highly Advantageous	Ability for agency to create standard query screen formats (masks).	Function Available	
	Ability to provide pre-defined data entry/query forms, including, but not limited to:		
Advantageous	Articles	Function Available	
Advantageous	Accident Investigation	Function Available	
Highly Advantageous	Driver license query	Function Available	
Advantageous	Incident status	Function Available	
Highly Advantageous	Location	Function Available	
Highly Advantageous	License plate query	Function Available	
Highly Advantageous	Logon/logoff	Function Available	
Advantageous	Missing person information	Function Available	
Highly Advantageous	Name query	Function Available	
Highly Advantageous	Premise information query	Function Available	
Highly Advantageous	Previous events	Function Available	
Highly Advantageous	Vehicles	Function Available	
	Ability to access query forms by:		
Advantageous	Command line entry	Function Available	
Advantageous	Dedicated function keys	Function Available	
Highly Advantageous	Drop down menus	Function Available	
Highly Advantageous	Ability for authorized users to enter vehicle stops on the command line or entry form and automatically run the license plate against all available relevant databases.	Function Available	
Highly Advantageous	Ability for authorized users to conduct multiple license plate searches simultaneously.	Function Available	
Highly Advantageous	Ability to save all previous license plate searches until user clears data.	Function Available	
Highly Advantageous	Ability for authorized users to automatically run the registered owner of the vehicle in a license plate query return.	Function Available	
Highly Advantageous	Ability to save all query returns until user clears data.	Function Available	
Highly Advantageous	Ability to save all stored query returns after logoff (e.g., returns are still there the next time user logs onto the system).	Function Available	
	Ability to produce an alert when a query return contains a record marked as potentially hazardous:		
Highly Advantageous	Audible alert	Function Available	
Highly Advantageous	Visual alert	Function Available	
	Ability to produce an alert when a record returns a record containing a stolen vehicle:		
Highly Advantageous	Audible alert	Function Available	
Highly Advantageous	Visual alert	Function Available	
Highly Advantageous	Ability for mobile query returns to appear on dispatcher's screen as well as the mobile computer screen.	Function Available	
Highly Advantageous	Ability to drill down into query returns regarding a potentially hazardous subject, vehicle, and/or location to find the details of that hazard.	Function Available	
Advantageous	Ability to differentiate between call data and query results (e.g., color, font, screen location).	Function Available	
	Ability to query unit status by:		
Advantageous	Resource	Function Available	
Advantageous	Comments	Function Available	
Advantageous	Date and time range	Function Available	
Advantageous	Dispatch group	Function Available	

Advantageous	Elapsed time in current status	Function Available	
Advantageous	Geographic area (e.g., area, beat, sector, etc.)	Function Available	
Advantageous	Incident type	Function Available	
Advantageous	Location	Function Available	
Highly Advantageous	Unit ID	Function Available	
Highly Advantageous	Personnel ID	Function Available	
Advantageous	Unit status	Function Available	
	Ability to query unit history detail by:		
Highly Advantageous	Date and time range (i.e., start and end dates or times)	Function Available	
Highly Advantageous	Personnel ID	Function Available	
Highly Advantageous	Unit ID	Function Available	
	Ability to query and retrieve incident records by:		
Highly Advantageous	Any operator ID associated with the incident	Function Available	
Highly Advantageous	Any unit ID assigned to the incident	Function Available	
Highly Advantageous	Case number	Function Available	
Advantageous	Cross streets	Function Available	
Highly Advantageous	Date and time range (e.g., start and end data and time parameters)	Function Available	
Highly Advantageous	Unit ID	Function Available	
Highly Advantageous	Personnel ID	Function Available	
Highly Advantageous	Geographic area (e.g., area, beat, sector, etc.)	Function Available	
Highly Advantageous	Incident number	Function Available	
Advantageous	Incident priority	Function Available	
Highly Advantageous	Incident type	Function Available	
Highly Advantageous	License plate	Function Available	
Highly Advantageous	Location or partial location	Function Available	
Highly Advantageous	Name (suspect, reporting party, witness, victim)	Function Available	
Advantageous	Census tract	Function Available	
Highly Advantageous	Reporting district	Function Available	
Advantageous	Ability to sort query results on any returned field.	Function Available	
	Messaging		
	General Messaging Features		
Highly Advantageous	Ability to send messages to a user who is not logged into CAD and cache that message for retrieval when the user logs onto CAD.	Function Available	
Highly Advantageous	Ability for message server to continuously attempt to deliver a message until received and confirmed.	Function Available	
Highly Advantageous	Ability for user to retrieve cached messages upon logon.	Function Available	
Highly Advantageous	Ability to send broadcast messages.	Function Available	
Highly Advantageous	Ability to support real-time instant messaging.	Function Available	
	Ability to display the following identifiers within a message:		
Highly Advantageous	Sender name	Function Available	
Highly Advantageous	Sender date	Function Available	
Highly Advantageous	Sender time	Function Available	
Advantageous	Sender workstation ID	Function Available	
Advantageous	Sender unit ID	Function Available	
Highly Advantageous	Receiver name	Function Available	
Highly Advantageous	Receiver date	Function Available	
Highly Advantageous	Receiver time	Function Available	
Advantageous	Receiver workstation ID	Function Available	
Advantageous	Receiver unit ID	Function Available	
Highly Advantageous	Ability to assign and change a priority to a message (e.g., routine, urgent, emergency).	Function Available	
Advantageous	Ability for system administrator to define message precedence.	Function Available	
Advantageous	Ability for system administrator to set forced display based on message type.	Function Not Available	Forced display based on message type is not a feature of the mobile client.
Highly Advantageous	Ability for each terminal to have a unique identifier included in each transmission to the host.	Function Available	
Advantageous	Ability to provide a web-based version of messaging capabilities.	Function Available	
Advantageous	Ability for web version of messaging to be accessed with agency-defined security procedures.	Function Available	
Advantageous	Ability to automatically integrate dispatch-related messages to an incident.	Function Available	
Highly Advantageous	Ability to store messages for later viewing.	Function Available	
Highly Advantageous	Ability for host computer to store unread messages when user logs off.	Function Available	
Highly Advantageous	Ability for messages to be sorted by most recent or first received.	Function Available	
	Sending Messages		
Highly Advantageous	Ability to create easily accessible agency-defined message forms for specific message types.	Function Not Available	Agency defined message forms are not a feature of the mobile client.
Advantageous	Ability to create and save agency-defined message groups.	Function Available	
Advantageous	Ability to create and save user-defined message groups.	Function Available	
Advantageous	Ability to send messages across agencies (e.g., police to fire and vice versa).	Function Available	
Highly Advantageous	Ability to recall or cancel a sent message.	Function Not Available	Recalling or cancelling sent messages are not a feature of the mobile client.
Highly Advantageous	Ability of users to select any number of people as part of a message group with no limitation on the number of people in a group.	Function Available	
Highly Advantageous	Ability to enter unlimited narrative with wrap-around feature [if characters are limited, indicate the maximum in the "comments" section].	Function Available	
	Ability to send a message to the following:		
Advantageous	Battalion	Function Available	
Advantageous	District	Function Available	
Advantageous	Group of user IDs	Function Available	
Advantageous	Group of workstations names	Function Available	
Advantageous	Units associated with an incident number	Function Available	
Advantageous	Units within a user-defined location (based on selected radius on map)	Function Available	
Advantageous	Logged on units	Function Available	
Advantageous	Mobile Data Device ID/Name	Function Available	
Advantageous	Position IDs (e.g., dispatcher)	Function Available	
Advantageous	Sector	Function Available	
Advantageous	Unit ID	Function Available	
Advantageous	User ID	Function Available	
Highly Advantageous	User name	Function Available	
Advantageous	Workstation ID or name	Function Available	
Advantageous	Ability to automatically populate the "To" field on the message mask when selecting recipients.	Function Available	
Advantageous	Ability to select a recipient by a single command to create a message (e.g., double click on a logged on user and message screen pops up)	Function Available	
Advantageous	Ability to add to a message before forwarding to another user.	Function Available	
Highly Advantageous	Ability to attach files to messages.	Function Available	
Highly Advantageous	Ability to embed images in messages.	Function Available	
Advantageous	Ability to set agency-defined file size limit.	Function Available	

Advantageous	Ability to automatically compress and resize images to comply with agency-defined file size limits.	Function Not Available	Automatically compressing and/or resizing of images is not a function of the system.
Highly Advantageous	Ability to send a message to all units handling a specific incident.	Function Available	
Advantageous	Ability to send information displayed on screen to another workstation.	Function Available	
Highly Advantageous	Ability to transmit a reply message to the originator of a currently displayed message without having to reenter the originator's address.	Function Available	
Highly Advantageous	Ability to "reply all" to message recipients.	Function Available	
Advantageous	Ability to create messages that are retained in the system and sent at pre-specified times.	Function Available	
Advantageous	Ability to provide a notification for non-delivery of messages (i.e., a message sent to a device or group of devices could not be delivered if a user is not signed-on to the device(s)).	Function Available	
Advantageous	Ability to provide a notification of delivery of messages.	Function Available	
Advantageous	Ability to send messages to Mobile regardless of log on.	Function Available	
	Receiving Messages		
Highly Advantageous	Ability to notify receiver via an audible and/or visual flag that a new message has arrived in mailbox.	Function Available	
	Ability to provide a visual distinction between the following:		
Advantageous	External messages	Function Available	
Advantageous	General messages	Function Available	
Advantageous	System messages	Function Available	
Advantageous	Query returns	Function Available	
Advantageous	Ability to provide a visual distinction between general messages and query returns.	Function Available	
Advantageous	Ability to segregate query returns from general messages (e.g., separate folders or windows).	Function Available	
Highly Advantageous	Ability to prevent incoming messages from interfering with current work.	Function Available	
Advantageous	Ability to notify receiver of total number of unread messages.	Function Available	
Advantageous	Ability for each message to be displayed in a separate window.	Function Available	
Advantageous	Ability for messages to be queued in an "inbox" for later viewing at the convenience of users.	Function Available	
Advantageous	Ability to identify high priority messages by type of priority (e.g., felony warrant return versus user-defined urgency).	Function Available	
Advantageous	Ability of the receiving user to enter a single keystroke command to retrieve and display the message.	Function Available	
Advantageous	Ability to set message priority of specific system generated messages (e.g., high priority of warrant file returns).	Function Available	
Advantageous	Ability to notify receiver that message has not been read after an agency-defined period of time.	Function Available	
Advantageous	Ability to note time opened/read by receiver.	Function Available	
Advantageous	Ability to queue and display message waiting by priority.	Function Available	
Highly Advantageous	Ability to clear a message from the queue.	Function Available	
Advantageous	Ability to retain a message in the queue.	Function Available	
	Ability to provide the following message indicators:		
Highly Advantageous	Message acknowledged or not received	Function Available	
Advantageous	Message viewed	Function Available	
Advantageous	Number and priority of queued messages	Function Available	
Advantageous	Number of messages received	Function Available	
Advantageous	Number of messages waiting	Function Available	
	Ability to utilize standard keys/touch screen functions to perform the following with one keystroke:		
Advantageous	Clear display	Function Available	
Advantageous	Clear/erase message	Function Available	
Advantageous	Clear/erase operator's entire message queue with prompt to confirm deletion	Function Available	
Advantageous	Display next message	Function Available	
Advantageous	Store/recall message from message queue	Function Available	
Advantageous	Reply	Function Available	
Advantageous	Forward	Function Available	
Highly Advantageous	Ability for supervisors to monitor or audit messages.	Function Available	
Advantageous	Ability for supervisors to disable the monitoring of messages.	Function Available	
Advantageous	Ability to store messages in an agency-defined buffer size.	Function Available	
Advantageous	Ability to delete oldest messages as buffer fills.	Function Available	
Advantageous	Ability to have a preview pane in the inbox.	Function Available	
	Incident Command		
	Incident Command Data Capture and General Features		
	Ability to provide an incident command system that tracks:		
Highly Advantageous	Personnel on-scene	Function Available	Function available through an interface included in our proposal with our third-party partner Tablet Command.
Highly Advantageous	Incident location	Function Available	
Advantageous	Situation status	Function Available	
Highly Advantageous	Radio channel(s)	Function Available	
Highly Advantageous	Resource(s) on-scene	Function Available	
Highly Advantageous	Resource(s) assigned	Function Available	
Highly Advantageous	Resource(s) assigned to a functional management group (e.g., group, division, task force, staging/base, rehab, etc.)	Function Available	
Highly Advantageous	Resource(s) en route	Function Available	
Highly Advantageous	Resource(s) staging	Function Available	
Highly Advantageous	Resource(s) location	Function Available	
Highly Advantageous	Resource(s) status	Function Available	
Highly Advantageous	Resource(s) role(s)	Function Available	
Highly Advantageous	Next-in resources	Function Not Available	Feature not available in Mobile client nor third-party partner Tablet Command.
Highly Advantageous	Patient count and status	Function Not Available	Feature not available in Mobile client nor third-party partner Tablet Command.
Advantageous	Suggested additional resources	Function Not Available	Feature not available in Mobile client nor third-party partner Tablet Command.
	Tasks/Request/Objective:		
Highly Advantageous	Assigned to	Function Available	Function available through an interface included in our proposal with our third-party partner Tablet Command.
Highly Advantageous	Status	Function Not Available	Feature not available in Mobile client nor third-party partner Tablet Command.
Highly Advantageous	Title	Function Not Available	Feature not available in Mobile client nor third-party partner Tablet Command.
Highly Advantageous	Completed [Y/N]	Exception	Supports checklists that can be marked as completed by the incident manager. All units can see the status of checklist items.
Highly Advantageous	Narrative	Function Available	
Highly Advantageous	Agency-defined criteria	Function Available	

Advantageous	Ability to support an alternate/secondary dispatching mode (e.g., dispatch is overloaded in major storm).	Function Available	
Highly Advantageous	Ability to time stamp entries (for chronological tracking of events).	Function Available	
Advantageous	Ability to provide access to agency protocols and SOPs.	Function Available	
Highly Advantageous	Ability to support incident timers.	Function Available	Supports PAR timer and individual unit timers as units are assigned.
Highly Advantageous	Ability to associate timers and alerts with specific tasks.	Function Available	Supports PAR timer and individual unit timers as units are assigned.
Advantageous	Ability for data fields to have agency-defined drop down lists.	Function Not Available	Feature not available in Mobile client nor third-party partner Tablet Command.
Advantageous	Ability to add data elements to the incident command module.	Function Not Available	Feature not available in Mobile client nor third-party partner Tablet Command.
Advantageous	Ability to support voice commands.	Function Not Available	Feature not available in Mobile client nor third-party partner Tablet Command.
	Ability for incident command system to support:		
Highly Advantageous	Police	Function Available	
Highly Advantageous	Fire/EMS	Function Available	
Highly Advantageous	Unified command (i.e., Police and Fire/EMS)	Function Available	
Highly Advantageous	Ability for multiple users to enter data in the incident command system simultaneously from separate terminals.	Function Available	
Highly Advantageous	Ability to provide an organizational breakdown/hierarchy of resources on scene (e.g., organizational chart)	Function Available	Units are organized in units view of groups/divisions that are similar to an Org Chart.
Highly Advantageous	Ability for each agency to define hierarchy of positions based upon response type (e.g., initial incident command, rapid intervention, etc.)	Function Available	
Highly Advantageous	Ability for each agency to define tasks necessary to complete as determined by the incident type.	Function Available	
Highly Advantageous	Ability to provide messaging capabilities within the Incident Command module.	Function Available	
Highly Advantageous	Ability to have templates that are dedicated to specific functional areas (e.g., treatment areas, staging areas, etc.).	Exception	Templates and checklists are for the incident and not to specific task/groups/divisions.
Highly Advantageous	Ability to link certain data fields to a global view within the incident command module (e.g., provide high level summary of each functional area on a master display).	Function Available	
Highly Advantageous	Ability to use incident command modules from various mobile devices (MDC, wireless laptop, handheld device).	Function Available	
Advantageous	Ability to transfer information from the Incident Command module to WebEOC.	Function Available	Available via export or API to WebEOC.
Advantageous	Ability to add images.	Function Available	
Advantageous	Ability to add videos.	Function Not Available	Feature not available in Mobile client nor third-party partner Tablet Command.
Highly Advantageous	Ability to save information in progress.	Function Available	
	Incident Diagramming		
Advantageous	Ability to provide a scene diagramming tool.	Function Available	
Advantageous	Ability to import a preplan or GIS later and then add to it.	Function Available	
Advantageous	Ability to provide standard icons to be used within the scene diagramming tool (e.g., building, apparatus, etc.)	Function Available	
Advantageous	Ability to provide a free-form drawing tool on the scene diagramming feature.	Function Available	
Advantageous	Ability to add text to any drawn images.	Function Available	
Advantageous	Ability to support "white-board" functionality (e.g., user edits a large white board with data automatically sent electronically to the system)	Function Available	
Advantageous	Ability to import images onto "white-board."	Function Not Available	Feature not available in Mobile client nor third-party partner Tablet Command.
Advantageous	Ability for diagramming tool to support three-dimensions.	Function Not Available	Feature not available in Mobile client nor third-party partner Tablet Command.
Advantageous	Ability for system to support plume modeling.	Exception	
Advantageous	Ability for system to support fire modeling.	Function Not Available	Feature not available in Mobile client nor third-party partner Tablet Command.
Advantageous	Ability to zoom in and out of diagramming tool.	Function Not Available	Feature not available in Mobile client nor third-party partner Tablet Command.
	System Access/Sharing		
Highly Advantageous	Ability to use the Incident Management module without wireless connectivity.	Function Available	
Highly Advantageous	Ability to share incident management screen with other Mobile workstations.	Function Available	All users are able to see status of incident management view to all users in real-time.
Highly Advantageous	Ability for Incident Management feature to only be available to authorized users based upon agency-defined rights and privileges.	Function Available	
	Systems Integration		
Highly Advantageous	Ability for incident management information to be integrated with a Mobile unit's map upon assignment to an incident.	Function Available	
Highly Advantageous	Ability for Incident Management command screen to be automatically updated with information from CAD.	Function Available	
Advantageous	Ability for all information documented in the Incident Management module be automatically transferred to the appropriate RMS.	Function Available	As an interface from PremierOne CAD
Highly Advantageous	Ability for, upon entry of a location into the Incident Command module, the system to automatically recall all pre-plan information for that location.	Function Available	
Highly Advantageous	Ability for roster information (including equipment) from CAD to be available in the Incident Command system.	Function Available	
Highly Advantageous	Ability for incident management actions to update CAD and other Mobile users.	Function Available	
	After Action Reporting		
Highly Advantageous	Ability for system to create a log of all actions taken within the Incident Management module.	Function Available	
Advantageous	Ability to provide a system playback to allow users to review step-by-step actions of users.	Function Not Available	Feature not available in Mobile client nor third-party partner Tablet Command.

**“Exhibit E” to City and County of Denver’s Framework Agreement
Motorola Solutions Customer Agreement**

This Motorola Solutions Customer Agreement (the “**MCA**”) designated as Exhibit E of the Framework Agreement between the Parties. **Agreement.**

- 1.1. Scope; Agreement Documents. This MCA governs Customer’s purchase of Products (as defined below) from Motorola and shall supplement the terms and conditions of the Framework Agreement. Additional terms and conditions applicable to specific Products are set forth in one or more agreed upon addenda incorporated within this MCA (each an “**Addendum**”, and collectively the “**Addenda**”). The Framework Agreement, its Exhibits, including this MCA, the applicable Addenda, and Proposal collectively form the Parties’ “**Agreement**”.
- 1.2. Order of Precedence. The Order of Precedence provisions of the Framework Agreement shall control. In interpreting this MCA (Exhibit E of the Framework Agreement) and resolving any ambiguities each Addendum will control with respect to conflicting terms in the MCA, but only as applicable to the Products described in such Addendum. The Proposal will control with respect to conflicting terms in the MCA or any Addenda, but only as applicable to the Products and Services described in the Proposal.

2. Definitions.

“**Authorized Users**” means Customer’s employees and contractors engaged for the purpose of supporting or using the Products and Services on behalf of Customer, and that are not competitors of Motorola, and the entities (if any) specified in a Proposal or otherwise approved by Motorola in writing (email from an authorized Motorola signatory accepted), which may include affiliates or other Customer agencies.

“**Change Order**” means a written amendment to this Agreement after the Effective Date.

“**Communications System**” is a solution that includes at least one radio Product, whether devices, software, or infrastructure, and requires Integration Services to deploy such radio Product at a Customer Site or onto any Customer-Provided Equipment or Equipment provided to Customer.

“**Contract Price**” or “**Fees**” means the charges applicable to the Products, excluding applicable sales or similar taxes and freight charges.

“**Confidential Information**” means any and all non-public information provided by one Party to the other that is disclosed under this Agreement in oral, written, graphic, machine recognizable, or sample form, being clearly designated, labeled or marked as confidential or its equivalent or that a reasonable business person would consider non-public and confidential by its nature. With respect to Motorola, Confidential Information will also include Products, and Documentation, as well as any other information relating to the Products.

“**Customer Data**” has the meaning given to it in the DPA.

“**Customer-Provided Equipment**” means components, including equipment and software, not provided by Motorola which may be used with the Products.

“**Data Processing Addendum**” or “**DPA**” means the Motorola [Data Processing Addendum](#) applicable to processing of data, including Customer Data, as updated, supplemented, or superseded from time to time. The DPA is incorporated into and made a part of this Agreement for all purposes pertaining to the contents of the DPA. Where terms or provisions in the Agreement conflict with terms or provisions of the DPA, the terms or provisions of the DPA will control with respect to the contents of the DPA.

“**Documentation**” means the documentation for the Products, or data, that is delivered or made available with the Products that specifies technical and performance features, capabilities, users, or operation, including training manuals, and other deliverables, such as reports, specifications, designs, plans, drawings, analytics, or other information.

“Equipment” means hardware provided by Motorola.

“Equipment Lease-Purchase Agreement” means the agreement by which Customer finances all or a portion of the Contract Price.

“Feedback” means comments or information, in oral or written form, given to Motorola by Customer or Authorized Users, including end users, in connection with or relating to the Products.

“Integration Services” means the design, deployment, implementation, and integration Services provided by Motorola in order to design, install, set up, configure, and/or integrate the applicable Products as agreed upon by the Parties.

“Licensed Software” means software which is made available to Customer by Motorola (for example software preinstalled on Equipment, accessible via a website provided by Motorola, or software installed on or made available for Customer-Provided Equipment) and is licensed to Customer by Motorola.

“Lifecycle Management Services” or **“LMS”** means upgrade services as set out in the applicable Proposal.

“Maintenance and Support Services” means the break/fix maintenance, technical support, or other Services described in the applicable Proposal.

“Motorola Data” means data owned by Motorola and made available to Customer in connection with the Products;

“Motorola Materials” means proprietary equipment, hardware, content, software, tools, data, and other materials, including designs, utilities, models, methodologies, systems, and specifications, which Motorola has developed or licensed from third parties (including any corrections, bug fixes, enhancements, updates, modifications, adaptations, translations, de-compilations, disassemblies, or derivative works of the foregoing, whether made by Motorola or another party). Products, Motorola Data, Third-Party Data (as defined in the DPA), and Documentation, are considered Motorola Materials.

“Non-Motorola Materials” means collectively, Customer or third-party equipment, software, services, hardware, content, and data that is not provided by Motorola.

“Proposal” means solution descriptions, pricing, equipment lists, statements of work (**“SOW”**), schedules, technical specifications, quotes, order forms, and other documents setting forth the Products to be purchased by Customer and provided by Motorola. The Proposal may also include an Acceptance Test Plan (**“ATP”**); a **“Payment”** Form (Communications System purchase only); or a **“System Acceptance Certificate”** (Communications System only), depending on the Products purchased by Customer.

“Products” or **“Product”** is how the Equipment, Licensed Software and Services being purchased by the Customer is collectively referred to in this Agreement (collectively as **“Products”**, or individually as a **“Product”**).

“Professional Services” are services provided by Motorola to Customer under this Agreement, including Integration Services, the nature and scope of which are more fully described in the Proposal.

“Prohibited Jurisdiction” means any jurisdiction in which the provision of such Products is prohibited under applicable laws or regulations.

“Services” means services, including access to services, as described in the Proposal, and includes Integration Services, Subscription Services, Professional Services, Maintenance & Support Services, and Lifecycle Management Services provided by Motorola.

“Service Completion Date” means the date of Motorola’s completion of the Services described in a Proposal.

“Service Use Data” has the meaning given to it in the DPA.

“Site” or “Sites” means the location where the Integration Services, Lifecycle Management Services, or Maintenance and Support Services will take place.

“Software-as-a-Service” or “SaaS” means a solution that includes at least one Subscription Service and associated Licensed Software, which may include, as an example, client software or a web page.

“Software System” means a solution that includes at least one Licensed Software Product and requires Integration Services to deploy such Licensed Software Product at a Customer Site or onto any Customer-Provided Equipment or Equipment provided by or made available to Customer by Motorola.

“Subscription” means a recurring payment for Products, as set out in the Proposal.

“Subscription Services” or “Recurring Services” means Services, including access to Services, paid for on a subscription basis. Subscription Services includes services available through SaaS Products.

“Term” means the term of this MCA which will commence on the Effective Date and continue until six (6) months after the later of (a) the termination, expiration, or discontinuance of Services under the last Proposal in effect, or (b) the expiration of all applicable warranty periods, unless the MCA is earlier terminated as set forth herein.

3. Products and Services.

3.1. Products. Motorola will sell (a) Equipment, (b) licenses to Licensed Software, and (c) Services to Customer, to the extent each is set forth in this Agreement. At any time during the Term, Motorola may substitute any Products at no cost to Customer, if the substitute is substantially similar to the Products set forth in this Agreement. All Licensed Software is provided pursuant to the terms of the [Software License Agreement](#).

3.2. Services.

3.2.1. Motorola will provide Services, to the extent set forth in this Agreement.

3.2.2. Integration Services; Maintenance and Support Services. Motorola will provide (a) Integration Services at the applicable Sites, agreed upon by the Parties, or (b) Maintenance and Support Services or Lifecycle Management Services, each as further described in the applicable SOW. Terms applicable to Maintenance, Support and Lifecycle Management can be found in the [Maintenance, Support and Lifecycle Management Addendum](#).

3.2.3. Service Proposals. The Fees for Services will be set forth in Motorola’s Proposal. A Customer point of contact may be set forth in the applicable SOW for the Services.

3.2.4. Service Completion. Services described in a Proposal will be deemed complete upon the Service Completion Date, or as Services expire, or are renewed or terminated.

3.2.5. Professional Services

3.2.5.1. Additional Service Terms. If Customer is purchasing Professional Services to evaluate or assess networks, systems or operations; network security assessment or network monitoring; software application development Services; or transport connectivity services, [Additional Services Terms](#) apply.

3.3. Additional Product Terms. If the Products include one of the following Products or Product types, additional terms apply as found in the below links:

[Mobile Video Products, such as LPR cameras, bodycams, or vehicle cameras, and related software](#)
[Drone related Products](#)
[Comparison Manager](#)
[Data licensed from Motorola](#)

3.4. Non-Preclusion. If, in connection with the Products provided under this Agreement, Motorola performs assessments of its own, or related, products or makes recommendations, including a recommendation to purchase other products, nothing in this Agreement precludes such efforts nor precludes Motorola from

participating in a future competitive bidding process or otherwise offering or selling the recommended products to Customer. Customer represents that this paragraph does not violate its procurement standards or other laws, regulations, or policies.

- 3.5. Customer Obligations. Customer represents that information Customer provides to Motorola in connection with receipt of Products are accurate and complete in all material respects. If any assumptions in the Proposals or information provided by Customer prove to be incorrect, or if Customer fails to perform any of its obligations under this Agreement, Motorola's ability to perform its obligations may be impacted and changes to the Agreement, including the scope, Fees, and performance schedule may be required.
- 3.6. Documentation. Products may be delivered with Documentation. Documentation is and will be owned by Motorola, unless otherwise expressly stated in a Proposal that certain Documentation will be owned by Customer. Motorola hereby grants Customer a limited, royalty-free, worldwide, non-exclusive license to use the Documentation solely for its internal business purposes in connection with the Products.
- 3.7. Motorola Tools and Equipment. As part of delivering the Products, Motorola may provide certain tools, equipment, models, and other materials of its own. Such tools and equipment will remain the sole property of Motorola unless they are to be purchased by Customer as Products and are explicitly listed on the Proposal. The tools and equipment may be held by Customer for Motorola's use without charge and may be removed from Customer's premises by Motorola at any time without restriction. Customer will safeguard all tools and equipment while in its custody or control, and be liable for any loss or damage. Upon the expiration or earlier termination of this Agreement, Customer, at its expense, will return to Motorola all such tools and equipment in its possession or control.
- 3.8. Authorized Users. Customer will ensure its employees and Authorized Users comply with the terms of this Agreement and will be liable for all acts and omissions of its employees and Authorized Users. Customer is responsible for the secure management of Authorized Users' names, passwords and login credentials for access to Products.
- 3.9. Export Control. Customer, its employees, and any other Authorized Users will not access or use the Products in any Prohibited Jurisdiction, and Customer will not provide access to the Products to any government, entity, or individual located in a Prohibited Jurisdiction. Customer represents and warrants that (a) it and its Authorized Users are not named on any U.S. government list of persons prohibited from receiving U.S. exports, or transacting with any U.S. person; (b) it and its Authorized Users are not a national of, or a company registered in, any Prohibited Jurisdiction; (c) Customer will not permit its Authorized Users to access or use the Products or Services in violation of any U.S. or other applicable export embargoes, prohibitions or restrictions; and (d) Customer and its Authorized Users will comply with all applicable laws regarding the transmission of technical data exported from the U.S. and the country in which Customer, its employees, and the Authorized Users are located.
- 3.10. Change Orders. Unless a different change control process is agreed upon in writing by the Parties, a Party may request changes to an Addendum or a Proposal by submitting a Change Order to the other Party. If a requested change causes an increase or decrease in the Products, the Parties by means of the Change Order will make appropriate adjustments to the Fees, project schedule, or other matters. Change Orders are effective and binding on the Parties only upon execution of the Change Order by an authorized representative of both Parties.
- 3.11. Suspension of Services. Motorola may promptly terminate or suspend any Products under a Proposal if Motorola determines: (a) the related Product license has expired or has terminated for any reason; (b) the applicable Product is being used on a hardware platform, operating system, or version not approved by Motorola; (c) Customer fails to make any payments when due; or (d) Customer fails to comply with any of its other obligations or otherwise delays Motorola's ability to perform.
- 3.12. Wind Down of Subscription. In addition to the termination rights in this Agreement, Motorola may terminate any Subscription Term, in whole or in part, in the event Motorola plans to cease offering the applicable Licensed Software or Subscription Services to customers.

- 3.13. Equipment.** In the event that Customer purchases any Product at a price below the published list price for such Product in connection with Customer entering into a fixed- or minimum required-term agreement for Products, and Customer or Motorola terminates the Agreement prior to the expiration of such fixed- or minimum required-term, then Motorola will have the right to invoice Customer for, and Customer will pay, the amount of the discount to the published list price for the Product or such other amount set forth in writing. This Section will not limit any other remedies Motorola may have with respect to an early termination.

4. Payment, Invoicing, Delivery and Risk of Loss

Motorola acknowledges the Customer may require the issuance(s) of a purchase order or notice to proceed as part of the Customer's procurement process. However, Customer agrees that the issuance or non-issuance of a purchase order or notice to proceed does not preclude the Customer from its contractual obligations as defined in this Agreement.

Motorola will have the right to suspend future deliveries of Products if Customer fails to make any payments when due.

- 4.1. INVOICING AND SHIPPING ADDRESSES.** Invoices will be sent to the Customer at the following address:

Name: _____
 Address: _____
 Phone: _____

E-INVOICE. To receive invoices via email:

Customer Account Number: _____
 Customer Accounts Payable Email: _____
 Customer CC (optional) Email: _____

The address which is the ultimate destination where the Equipment will be delivered to Customer is:

Name: _____
 Address: _____

The Equipment will be shipped to the Customer at the following address (insert if this information is known):

Name: _____
 Address: _____
 Phone: _____

Customer may change this information by giving written notice to Motorola.

- 4.2. Delivery, Title and Risk of Loss.** Motorola will provide to Customer the Products set forth in a Proposal, in accordance with the terms of the Agreement. Motorola will, using commercially reasonable practices, pack the ordered Equipment and ship such Equipment to the Customer address set forth in **Section 5.6** or otherwise provided by Customer in writing, using a carrier selected by Motorola.

Notwithstanding the foregoing and unless otherwise stated in a Equipment Lease - Purchase Agreement, delivery of Equipment (and any incorporated Licensed Software) will occur, and title and risk of loss for the Equipment will pass to Customer, upon shipment by Motorola in accordance with ExWorks, Motorola's premises (Incoterms 2020). Customer will pay all shipping costs, taxes, and other charges applicable to the shipment and import or export of the Products and Services, as applicable, and Customer will be responsible for reporting the Products for personal property tax purposes.

Delivery of Licensed Software for installation on Equipment or Customer-Provided Equipment will occur upon the earlier of (a) electronic delivery of the Licensed Software by Motorola, or (b) the date Motorola otherwise makes the Licensed Software available for download or use by Customer. If agreed upon in a Proposal, Motorola will also provide Services related to such Products. Title to Licensed Software will not

pass to Customer at any time. Delivery of SaaS Products will occur when the Services are made available to Customer.

- 4.3. Delays. Any shipping dates set forth in a Proposal are approximate, and while Motorola will make reasonable efforts to ship Products by any such estimated shipping date, Motorola will not be liable for any delay or related damages to Customer. Time for delivery will not be of the essence, and delays will not constitute grounds for cancellation, penalties, termination, or a refund.
- 4.4. Future Regulatory Requirements. The Parties acknowledge and agree that certain Products (for example, cyber services) are in evolving technological areas and therefore, laws and regulations regarding Products may change. Changes to existing Products required to achieve regulatory compliance may be available for an additional fee. Any required changes may also impact the price for Products.
- 4.5. Resale of Equipment. Equipment may contain embedded Licensed Software. If Customer desires to sell its used Equipment to a third party, Customer must first receive prior written authorization from Motorola, which will not be unreasonably denied, and obtain written acceptance of the applicable Licensed Software license terms, including the obligation to pay relevant license fees, from such third party. Customer will take appropriate security measures when disposing of Equipment, including the deletion of all data stored in the Equipment.

5. **Sites; Customer-Provided Equipment; Non-Motorola Materials.**

- 5.1. Access to Sites. Customer will be responsible for providing all necessary permits, licenses, and other approvals necessary for the performance, installation and use of the Products at each applicable Site, including for Motorola to perform its obligations hereunder, and for facilitating Motorola's access to the Sites. No waivers of liability will be imposed on Motorola or its subcontractors by Customer or others at Customer facilities or other Sites, but if and to the extent any such waivers are imposed, the Parties agree such waivers are void.
- 5.2. Site Conditions. Customer will ensure that (a) all Sites are safe and secure, (b) Site conditions meet all applicable industry and legal standards (including standards promulgated by OSHA or other governmental or regulatory bodies), (c) to the extent applicable, Sites have adequate physical space, air conditioning, and other environmental conditions, electrical power outlets, distribution, equipment, connections, and telephone or other communication lines (including modem access and interfacing networking capabilities), and (d) Sites are suitable for the installation, use, and maintenance of the Products. This Agreement is predicated upon normal soil conditions as defined by the version of E.I.A. standard RS-222 in effect on the Effective Date.
- 5.3. Site Issues. Upon its request, which will not be unreasonably denied, Motorola will have the right to inspect the Sites and advise Customer of any deficiencies or non-conformities with the requirements of this **Section 6 – Sites; Customer-Provided Equipment; Non-Motorola Materials**. If Motorola or Customer identifies any deficiencies or non-conformities, Customer will promptly remediate such issues or the Parties will select a replacement Site. If a Party determines that a Site identified in a Proposal is not acceptable or desired, the Parties will cooperate to investigate the conditions and select a replacement Site or otherwise adjust the installation plans and specifications as necessary. A change in Site or adjustment to the installation plans and specifications may cause a change in the Fees or performance schedule under the applicable Proposal.
- 5.4. Customer-Provided Equipment. Customer will be responsible, at its sole cost and expense, for providing and maintaining the Customer-Provided Equipment in good working order. Customer represents and warrants that it has all rights in Customer-Provided Equipment to permit Motorola to access and use the applicable Customer-Provided Equipment to provide the Products under this Agreement, and such access and use will not violate any laws or infringe any third-party rights (including intellectual property rights). Customer (and not Motorola) will be fully liable for Customer-Provided Equipment, and Customer will immediately notify Motorola of any Customer-Provided Equipment damage, loss, change, or theft that may impact Motorola's ability to provide the Products under this Agreement, and Customer acknowledges that any such events may cause a change in the Fees or performance schedule under the applicable Proposal.

- 5.5. Non-Motorola Materials.** In certain instances, Customer may be permitted to access, use, or integrate Non-Motorola Materials with or through the Products. If Customer accesses, uses, or integrates any Non-Motorola Materials with the Products, Customer will first obtain all necessary rights and licenses to permit Customer's and its Authorized Users' use of the Non-Motorola Materials in connection with the Products. Customer will also obtain the necessary rights for Motorola to use such Non-Motorola Materials in connection with providing the Products, including the right for Motorola to access, store, and process such Non-Motorola Materials (e.g., in connection with SaaS Products), and to otherwise enable interoperation with the Products. Customer represents and warrants that it will obtain the foregoing rights and licenses prior to accessing, using, or integrating the applicable Non-Motorola Materials with the Products, and that Customer and its Authorized Users will comply with any terms and conditions applicable to such Non-Motorola Materials. If any Non-Motorola Materials requires access to Customer Data, Customer hereby authorizes Motorola to allow the provider of such Non-Motorola Materials to access Customer Data, in connection with the interoperation of such Non-Motorola Materials with the Products.
- 5.6.** Customer acknowledges and agrees that Motorola is not responsible for, and makes no representations or warranties with respect to, the Non-Motorola Materials (including any disclosure, modification, or deletion of Customer Data resulting from use of Non-Motorola Materials or failure to properly interoperate with the Products). If Customer receives notice that any Non-Motorola Materials must be removed, modified, or disabled within the Products, Customer will promptly do so. Motorola will have the right to disable or remove Non-Motorola Materials if Motorola believes a violation of law, third-party rights, or Motorola's policies is likely to occur, or if such Non-Motorola Materials poses or may pose a security or other risk or adverse impact to the Products, Motorola, Motorola's systems, or any third party (including other Motorola customers).
- 5.7.** Motorola may provide certain Non-Motorola Materials as an authorized sales representative of a third party as set out in a Proposal. As an authorized sales representative, the third party's [terms and conditions](#) will apply to any such sales. Any orders for such Non-Motorola Materials will be fulfilled by the third party.
- 5.8. End User Licenses.** Notwithstanding any provision to the contrary in the Agreement, certain Non-Motorola Materials software are governed by a separate license, EULA, or other agreement, including terms governing third-party equipment or software, such as open source software, included in the Products. Customer will comply, and ensure its Authorized Users comply, with any such additional terms applicable to third-party equipment or software. Certain [third party flow-down terms](#) applicable to Motorola Products may apply.
- 5.9. Prohibited Use.** Customer will not integrate or use, or permit a third party or an Authorized User to integrate or use, any Non-Motorola Materials with or in connection with a Software System or other Licensed Software provided by Motorola under this Agreement, without the express written permission of Motorola.
- 5.10. API and Client Support.** Motorola will use reasonable efforts to maintain its Application Programming Interfaces (APIs) for each Software System, understanding that APIs will evolve. Motorola will support each API version for 6 months after introduction but may discontinue support with reasonable notice or without notice if a security risk is present. For Licensed Software requiring a local client installation, Customer is responsible for installing the current version. Motorola will support each client version for 45 days after its release but may update the client at any time, and does not guarantee support for prior client versions.

6. Representations and Warranties.

- 6.1. Mutual Representations and Warranties.** Each Party represents and warrants to the other Party that (a) it has the right to enter into, and execute, the Agreement and perform its obligations hereunder, and (b) the Agreement will be binding on such Party.
- 6.2. System Warranty.** Subject to the disclaimers and exclusions below, Motorola represents and warrants that, on the date of System Acceptance (for Communications Systems), System Completion Date (for Software Systems), or delivery, as applicable (a) the Communications System will perform in accordance with the descriptions in the applicable Proposal in all material respects, (b) the Software System will perform in accordance with the descriptions in the applicable Proposals in all material respects, and (c) if Customer has purchased any Licensed Software (but, for clarity, excluding SaaS Products) as part of such

Communications System or Software System, the warranty period applicable to such Licensed Software will continue for a period of one (1) year commencing upon System Acceptance, System Completion, or date the Licensed Software is delivered (the “**Warranty Period**”).

- 6.3. Communications Systems. During the Warranty Period, in addition to warranty services, Motorola will provide Maintenance and Support Services for the Equipment and support for the Motorola Licensed Software in Communication Systems pursuant to the applicable maintenance and support Proposal. Support for the Licensed Software will be in accordance with Motorola's established [Software Support Policy](#) (“SwSP”). If Customer wishes to purchase (a) additional Maintenance and Support Services during the Warranty Period; or (b) continue or expand maintenance, software support, installation, and/or Motorola's LMS after the Warranty Period, Motorola will provide the description of and pricing for such services in a separate proposal document and such terms will be agreed upon in a Proposal. Unless otherwise agreed by the Parties in writing, the terms and conditions of the MSLMA referenced in Section 3.2.2 will govern the provision of such Services.
- 6.4. SaaS. SaaS Products do not qualify for the System Warranty above.
- 6.5. Motorola Warranties - Services. Subject to the disclaimers and exclusions below, Motorola represents and warrants that (a) Services will be provided in a good and workmanlike manner and will conform in all material respects to the descriptions in the applicable Proposal; and (b) for a period of ninety (90) days commencing upon the Service Completion Date for one-time Services, the Services will be free of material defects in materials and workmanship. Other than as set forth in subsection (a) above, recurring Services are not warranted but rather will be subject to the requirements of the applicable Addendum or Proposal.
- 6.6. Motorola Warranties - Equipment. Subject to the disclaimers and exclusions set forth below, (a) for a period of one (1) year commencing upon the delivery of Motorola-manufactured Equipment under **Section 5.7 – Delivery, Title and Risk of Loss**, Motorola represents and warrants that such Motorola-manufactured Equipment, under normal use, will be free from material defects in materials and workmanship; and (b) the warranties applicable to Motorola-manufactured Equipment set forth in herein shall be applicable to all radio Equipment purchased hereunder whether or not such Equipment was manufactured by Motorola.
- 6.7. Warranty Claims; Remedies. To assert a warranty claim, Customer must notify Motorola in writing of the claim prior to the expiration of any warranty period set forth in this Agreement. Unless a different remedy is otherwise expressly set forth herein, upon receipt of such claim, Motorola will investigate the claim and use commercially reasonable efforts to repair or replace any confirmed materially non-conforming Product or re-perform any non-conforming Service, at its option. Such remedies are Customer's sole and exclusive remedies for Motorola's breach of a warranty. Motorola's warranties are extended by Motorola to Customer only, and are not assignable or transferable.
- 6.8. Pass-Through Warranties. Notwithstanding any provision of this Agreement to the contrary, Motorola will have no liability for third-party software or hardware provided by Motorola; provided, however, that to the extent offered by third-party providers of software or hardware and to the extent permitted by law, Motorola will pass through express warranties provided by such third parties.
- 6.9. WARRANTY DISCLAIMER. EXCEPT FOR THE EXPRESS AND PASS THROUGH WARRANTIES IN THIS AGREEMENT, PRODUCTS AND SERVICES PURCHASED HEREUNDER ARE PROVIDED “AS IS” AND WITH ALL FAULTS. WARRANTIES SET FORTH IN THE AGREEMENT ARE THE COMPLETE WARRANTIES FOR THE PRODUCTS AND SERVICES AND MOTOROLA DISCLAIMS ALL OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY, NON-INFRINGEMENT, FITNESS FOR A PARTICULAR PURPOSE, TITLE, AND QUALITY. MOTOROLA DOES NOT REPRESENT OR WARRANT THAT USE OF THE PRODUCTS AND SERVICES WILL BE UNINTERRUPTED, ERROR-FREE, OR FREE OF SECURITY VULNERABILITIES, OR THAT THEY WILL MEET CUSTOMER'S PARTICULAR REQUIREMENTS.
- 6.10. ADDITIONAL WARRANTY EXCLUSIONS. NOTWITHSTANDING ANY PROVISION OF THE AGREEMENT TO THE CONTRARY, MOTOROLA WILL HAVE NO LIABILITY FOR (A) DEFECTS IN OR DAMAGE TO PRODUCTS RESULTING FROM USE OTHER THAN IN THE NORMAL AUTHORIZED MANNER, OR

FROM ACCIDENT, LIQUIDS, OR NEGLIGENCE; (B) TESTING, MAINTENANCE, REPAIR, INSTALLATION, OR MODIFICATION BY PARTIES OTHER THAN MOTOROLA; (C) CUSTOMER'S OR ANY AUTHORIZED USER'S FAILURE TO COMPLY WITH INDUSTRY AND OSHA OR OTHER LEGAL STANDARDS; (D) DAMAGE TO RADIO ANTENNAS, UNLESS CAUSED BY DEFECTS IN MATERIAL OR WORKMANSHIP; (E) EQUIPMENT WITH NO SERIAL NUMBER; (F) BATTERIES OR CONSUMABLES; (G) FREIGHT COSTS FOR SHIPMENT TO REPAIR DEPOTS; (H) COSMETIC DAMAGE THAT DOES NOT AFFECT OPERATION; (I) NORMAL WEAR AND TEAR; (J) ISSUES OR OBSOLESCENCE OF LICENSED SOFTWARE DUE TO CHANGES IN CUSTOMER OR AUTHORIZED USER REQUIREMENTS, EQUIPMENT, OR SYSTEMS; (K) TRACKING AND LOCATION-BASED SERVICES; OR (L) BETA SERVICES.

7. Indemnification.

7.1. General Indemnity. In addition to the indemnity obligations in the Framework Agreement, Motorola will defend, indemnify, and hold Customer harmless from and against any and all damages, losses, liabilities, and expenses (including reasonable fees and expenses of attorneys) arising from any actual third-party claim, demand, action, or proceeding ("Claim") for personal injury, death, or direct damage to tangible property to the extent caused by Motorola's negligence, gross negligence or willful misconduct while performing its duties under this Agreement, except to the extent the claim arises from Customer's negligence or willful misconduct. Motorola's duties under this **Section 8.1 – General Indemnity** are conditioned upon: (a) Customer promptly notifying Motorola in writing of the Claim; (b) Motorola having sole control of the defense of the suit and all negotiations for its settlement or compromise to the extent allowed by applicable law; and (c) Customer cooperating with Motorola and, if requested by Motorola, providing reasonable assistance in the defense of the Claim.

7.2. Intellectual Property Infringement. Motorola will defend Customer against any third-party claim alleging that a Motorola-developed or manufactured Product (the "Infringing Product") directly infringes a United States patent or copyright ("Infringement Claim"), and Motorola will pay all damages finally awarded against Customer by a court of competent jurisdiction for an Infringement Claim, or agreed to in writing by Motorola in settlement of an Infringement Claim. Motorola's duties under this **Section 8.2 – Intellectual Property Infringement** are conditioned upon: (a) Customer promptly notifying Motorola in writing of the Infringement Claim; (b) Motorola having sole control of the defense of the suit and all negotiations for its settlement or compromise; and (c) Customer cooperating with Motorola and, if requested by Motorola, providing reasonable assistance in the defense of the Infringement Claim.

7.2.1. If an Infringement Claim occurs, or in Motorola's opinion is likely to occur, Motorola may at its option and expense: (a) procure for Customer the right to continue using the Infringing Product; (b) replace or modify the Infringing Product so that it becomes non-infringing; or (c) grant Customer (i) a prorated refund of any amounts pre-paid for the Infringing Product (if the Infringing Product is Licensed Software) or (ii) a credit for the Infringing Product, less a reasonable charge for depreciation (if the Infringing Product is Equipment, including Equipment with embedded Licensed Software).

7.2.2. In addition to the other damages disclaimed under this Agreement, Motorola will have no duty to defend or indemnify Customer for any Infringement Claim that arises from or is based upon: (a) Customer Data, Customer-Provided Equipment, Non-Motorola Materials, or third-party equipment, hardware, software, data, or other third-party materials; (b) the combination of the Product with any products or materials not provided by Motorola; (c) a Product designed, modified, or manufactured in accordance with Customer's designs, specifications, guidelines or instructions; (d) a modification of the Product by a party other than Motorola; (e) use of the Product in a manner for which the Product was not designed or that is inconsistent with the terms of this Agreement; or (f) the failure by Customer to use or install an update to the Product that is intended to correct the claimed infringement. In no event will Motorola's liability resulting from an Infringement Claim extend in any way to any payments due on a royalty basis, other than a reasonable royalty based upon revenue derived by Motorola from Customer from sales or license of the Infringing Product.

7.2.3. This **Section 8.2 – Intellectual Property Infringement** provides Customer's sole and exclusive remedies and Motorola's entire liability in the event of an Infringement Claim.

8. **Proprietary Rights; Data; Feedback.**

- 8.1. Motorola Materials.** Customer acknowledges that Motorola may use or provide Customer with access to "Motorola Materials". Except when Motorola has expressly transferred title or other interest to Customer in writing, the Motorola Materials are the property of Motorola or its licensors, and Motorola or its licensors retain all right, title and interest in and to the Motorola Materials (including, all rights in patents, copyrights, trademarks, trade names, trade secrets, know-how, other intellectual property and proprietary rights, and all associated goodwill and moral rights).

This Agreement does not grant to Customer any shared development rights in or to any Motorola Materials or other intellectual property, and Customer agrees to execute any documents and take any other actions reasonably requested by Motorola to effectuate the foregoing. Motorola and its licensors reserve all rights not expressly granted to Customer, and no rights, other than those expressly granted herein, are granted to Customer by implication, estoppel or otherwise. Customer will not modify, disassemble, reverse engineer, derive source code or create derivative works from, merge with other software, distribute, sublicense, sell, or export the Products and Services or other Motorola Materials, or permit any third party to do so.

- 8.2. Ownership of Customer Data.** Customer retains all right, title and interest, including intellectual property rights, if any, in and to Customer Data. Motorola acquires no rights to Customer Data except those rights granted under this Agreement including the right to Process (as defined in the DPA) and use the Customer Data as set forth in the [DPA](#).
- 8.3. Feedback.** Any Feedback provided by Customer is entirely voluntary, and will not create any confidentiality obligation for Motorola, even if designated as confidential by Customer. Motorola may use, reproduce, license, and otherwise distribute and exploit the Feedback without any obligation or payment to Customer or Authorized Users and Customer represents and warrants that it has obtained all necessary rights and consents to grant Motorola the foregoing rights.
- 8.4. Improvements; Products and Services.** The Parties agree that, notwithstanding any provision of this Agreement to the contrary, all fixes, modifications and improvements to the Services or Products conceived of or made by or on behalf of Motorola that are based either in whole or in part on the Feedback, Customer Data, or Service Use Data (or otherwise) are the exclusive property of Motorola and all right, title and interest in and to such fixes, modifications or improvements will vest solely in Motorola. Customer agrees to execute any written documents necessary to assign any intellectual property or other rights it may have in such fixes, modifications or improvements to Motorola.

9. **Acceptance**

- 9.1. Communications System Acceptance.** Unless further defined in the applicable Proposal or Statement of Work, System Acceptance for a Communications System occurs upon successful completion of Acceptance Tests as detailed in the Acceptance Test Plan. Motorola will provide ten days' notice before testing begins, and upon successful completion, both parties will sign an acceptance certificate. If the plan includes tests for subsystems or phases, acceptance occurs upon successful completion of those tests and separate certificates will be issued. If Customer believes the system has failed, they must provide a detailed written notice within thirty days; otherwise, System Acceptance is deemed to have occurred. Minor, non-material issues will not delay acceptance but will be addressed per a mutually agreed schedule. Customer use of the system before System Acceptance requires Motorola's written authorization and transfers responsibility for system operation to the Customer. Software System Completion is defined by Customer's Beneficial Use of each Product within the system, with Beneficial Use deemed to occur thirty days after functional demonstration if not otherwise defined in the Proposal.

10. **Force Majeure; Delays Caused by Customer.**

- 10.1. Force Majeure.** Except for Customer's payment obligations hereunder, neither Party will be responsible for nonperformance or delayed performance due to events outside of its reasonable control. If performance will be significantly delayed, the affected Party will provide notice to the other Party, and the Parties will agree (in writing) upon a reasonable extension to any applicable performance schedule.

10.2. Delays Caused by Customer. Motorola's performance of the Products will be excused for delays caused by Customer or its Authorized Users or subcontractors, or by failure of any assumptions set forth in this Agreement (including in any Addendum or Proposal). In the event of a delay under this **Section 13.2 – Delays Caused by Customer**, (a) Customer will continue to pay the Fees as required hereunder, (b) the Parties will agree (in writing) upon a reasonable extension to any applicable performance schedule, and (c) Customer will compensate Motorola for its out-of-pocket costs incurred due to the delay (including those incurred by Motorola's affiliates, vendors, and subcontractors).

11. Disputes. The Parties will use the following procedure to resolve any disputes relating to or arising out of this Agreement (each, a "Dispute"):

12. General.

12.1. Compliance with Laws. Each Party will comply with applicable laws in connection with the performance of its obligations under this Agreement, including that Customer will ensure its and its Authorized Users' use of the Products complies with law (including privacy laws), and Customer will obtain any FCC, FAA, and other licenses or authorizations (including licenses or authorizations required by foreign regulatory bodies) required for its and its Authorized Users' use of the Products. Motorola may, at its discretion, cease providing or otherwise modify Products (or any terms related thereto in an Addendum or Proposal), in order to comply with any changes in applicable law.

12.2. Audit; Monitoring. Motorola will have the right to monitor and audit use of the Products, including an audit of total user licenses credentialed by Customer for any Licensed Software or SaaS Products, which may also include access by Motorola to Customer Data and Service Use Data. Customer will provide notice of such monitoring to its Authorized Users and obtain any required consents, including individual end users, and will cooperate with Motorola in any monitoring or audit. Customer will maintain during the Term, and for two (2) years thereafter, accurate records relating to any licenses granted under this Agreement to verify compliance with this Agreement. Motorola or a third party ("Auditor") may inspect Customer's and, as applicable, Authorized Users' premises, books, and records. Motorola will pay expenses and costs of the Auditor, unless Customer is found to be in violation of the terms of the Agreement, in which case Customer will be responsible for such expenses and costs. In the event Motorola determines that Customer's usage of the Licensed Software or SaaS Product exceeded the number of licenses purchased by Customer at a given time, Motorola may invoice Customer for the additional licenses used by Customer, pro-rated for each additional license from the date such license was activated, and Customer will pay such invoice in accordance with the payment terms in the Agreement.

12.3.

12.4. Cumulative Remedies. Except as specifically stated in this Agreement, all remedies provided for in this Agreement will be cumulative and in addition to, and not in lieu of, any other remedies available to either Party at law, in equity, by contract, or otherwise. Except as specifically stated in this Agreement, the election by a Party of any remedy provided for in this Agreement or otherwise available to such Party will not preclude such Party from pursuing any other remedies available to such Party at law, in equity, by contract, or otherwise.

12.5. Survival. The following provisions will survive the expiration or termination of this Agreement for any reason: Section 3.5 – Customer Obligations; Section 4.6 – Effect of Termination or Expiration; Section 5 – Payment and Invoicing; Section 7.9 – Warranty Disclaimer; Section 7.10 - Additional Warranty Exclusions; Section 8.3 – Customer Indemnity; Section 9 – Limitation of Liability; Section 10 – Confidentiality; Section 11 – Proprietary Rights; Data; Feedback; Section 13 – Force Majeure; Delays Caused by Customer; Section 14 – Disputes; and Section 15 – General.



Exhibit F - CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY)

10/31/2025

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Aon Risk Services Central, Inc. Chicago IL Office 200 East Randolph Chicago IL 60601 USA	CONTACT NAME: PHONE (A/C. No. Ext): (866) 283-7122 FAX (A/C. No.): (800) 363-0105	
	E-MAIL ADDRESS:	
INSURED Motorola Solutions, Inc. Attn Stephanie Lampi 500 West Monroe Chicago IL 60661 USA	INSURER(S) AFFORDING COVERAGE	
	NAIC #	
	INSURER A: Liberty Mutual Fire Ins Co	23035
	INSURER B: Liberty Insurance Corporation	42404
	INSURER C: Lexington Insurance Company	19437
	INSURER D:	
INSURER E:		
INSURER F:		

COVERAGES **CERTIFICATE NUMBER:** 570116478871 **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

Limits shown are as requested

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC OTHER:	Y	Y	TB2641005169075	07/01/2025	07/01/2026	EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$250,000 MED EXP (Any one person) \$10,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$2,000,000 PRODUCTS - COMP/OP AGG \$2,000,000
A	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY	Y	Y	AS2-641-005169-015	07/01/2025	07/01/2026	COMBINED SINGLE LIMIT (Ea accident) \$1,000,000 BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)
	UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input type="checkbox"/> RETENTION						EACH OCCURRENCE AGGREGATE
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	Y	WA764D005169085	07/01/2025	07/01/2026	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER
B		N/A		All other states WC7641005169095 WI	07/01/2025	07/01/2026	E.L. EACH ACCIDENT \$1,000,000 E.L. DISEASE-EA EMPLOYEE \$1,000,000 E.L. DISEASE-POLICY LIMIT \$1,000,000
C	E&O - Miscellaneous Professional-Primary			016006739 Professional/Cyber/E&O SIR applies per policy terms & conditions	07/01/2025	07/01/2026	Each Claim \$1,000,000 Aggregate \$1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Re: Contract: TECHS-202581943-00; The City and County of Denver Department of Technology Services and its Elected and Appointed Officials, Employees and Volunteers are included as Additional Insured in accordance with the policy provisions of the Automobile Liability and General Liability policies. A waiver of subrogation is granted in favor of Certificate Holder in accordance with the policy provisions of the Automobile Liability, Workers Compensation and General Liability policies.

CERTIFICATE HOLDER

CANCELLATION

City and County of Denver Department of Technology Services 201 W. Colfax Ave. Dept. 301 Denver CO 80202 USA	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE

Holder Identifier :

570116478871

Certificate No :



EXHIBIT G, DENVER AIRPORT ADDITIONAL TERMS AND CONDITIONS

This Exhibit regarding Denver Airport Additional Terms and Conditions (this “Exhibit”) is a material part of the Agreement between the Parties to which this Exhibit is attached. In addition to the requirements of the main body of this Agreement, the Contractor shall adhere to these additional terms and conditions as it relates to any goods delivered or services at or for the Denver Airport. All provisions of this Exhibit that refer to the Contractor shall apply equally to any Subcontractor performing work in connection with this Agreement. Unless the context clearly requires a distinction between the Agreement and this Exhibit, all references to “Agreement” shall include this Exhibit.

1. **Line of Authority.** The Chief Executive Officer of the Department of Aviation or their designee or successor in function (the “CEO”), authorizes and directs all work performed under this Agreement. Until otherwise notified in writing by the CEO, the CEO has delegated the authority granted herein to [Division]. The relevant Senior Vice President (the “SVP”), or their designee (the “Director”), will designate a Project Manager to coordinate professional services under this Agreement. Reports, memoranda, correspondence, and other submittals required of Contractor hereunder shall be processed in accordance with the Project Manager’s directions.
2. **Invoices.** Submit each Invoice via email to AccountsPayableContracts@flydenver.com
3. **Insurance Requirements.** Contractor shall ensure and document that all subcontractors performing services or providing goods hereunder procure and maintain insurance coverage that is appropriate to the primary business risks for their respective scopes of performance. At minimum, such insurance must conform to all applicable requirements of DEN Rules and Regulations Part 230 and all other applicable laws and regulations.
4. **Notices.** Addressed to Denver International Airport, Chief Executive Officer, 8500 Pena Blvd, 9th Floor, Denver, CO 80249.
5. **Bond Ordinances.** This Agreement is in all respects subject and subordinate to any and all the City bond ordinances applicable to the Airport System and to any other bond ordinances which amend, supplement, or replace such bond ordinances.
6. **Environmental Requirements.** Contractor, in conducting its activities under this Agreement, shall comply with all existing and future applicable local, state and federal environmental rules, regulations, statutes, laws and orders (collectively “Environmental Requirements”), including but not limited to Environmental Requirements regarding the storage, use and disposal of Hazardous or Special Materials and Wastes, Clean Water Act legislation, Centralized Waste Treatment Regulations, and DEN Rules and Regulations.
7. **Non-Exclusive Rights.** This Agreement does not create an exclusive right for Contractor to provide the services described herein at DEN. The City may, at any time, award other agreements to other contractors or consultants for the same or similar services to those described herein. In the event of a dispute between Contractor and any other party at DEN, including DEN itself, as to the privileges of the parties under their respective agreements, CEO shall determine the privileges of each party and Contractor agrees to be bound by CEO’s decision.

8. **Advertising and Public Disclosures.** Contractor shall not include any reference to this Agreement or to work performed hereunder in any of its advertising or public relations materials without first obtaining the written approval of the SVP or their authorized representative. Any oral presentation or written materials related to DEN shall include only presentation materials, work product, and technical data which have been accepted by the City, and designs and renderings, if any, which have been accepted by the City. Contractor shall notify the SVP in advance of the date and time of any such presentations. Nothing herein, however, shall preclude Contractor's transmittal of any information to officials of the City, including without limitation, the Mayor, the CEO, any member or members of Denver City Council, and the Auditor.
9. **Examination of Records and Audits.** In the event the City receives federal funds to be used toward the services performed under this Agreement, the Federal Aviation Administration ("FAA"), the Comptroller General of the United States and any other duly authorized representatives shall have access to any books, documents, papers and records of Contractor which are directly pertinent to a specific grant program for the purpose of making audit, examination, excerpts and transcriptions. Contractor further agrees that such records will contain information concerning the hours and specific services performed along with the applicable federal project number.
10. **Conflict of Interest.** Contractor has a continuing duty to disclose, in writing, any actual or potential conflicts of interest including work Contractor is performing or anticipates performing for other entities on the same or interrelated project or tasks. Contractor must disclose, in writing, any corporate transactions involving other companies that Contractor knows or should know also are performing or anticipate performing work at DEN on the same or interrelated projects or tasks. In the event that Contractor fails to disclose in writing actual or potential conflicts, the CEO in their sole discretion, may terminate the Agreement for cause or for its convenience.
11. **Sensitive Security Information.** Contractor acknowledges that, in the course of performing its work under this Agreement, Contractor may be given access to Sensitive Security Information ("SSI"), as material is described in the Code of Federal Regulations, 49 C.F.R. Part 1520. Contractor specifically agrees to comply with all requirements of the applicable federal regulations, including but not limited to, 49 C.F.R. Parts 15 and 1520. Contractor understands any questions it may have regarding its obligations with respect to SSI must be referred to DEN's Security Office.
12. **DEN Security.** Contractor, its officers, authorized officials, employees, agents, subcontractors, and those under its control, shall comply with safety, operational, or security measures required of Contractor or the City by the FAA or TSA. If Contractor, its officers, authorized officials, employees, agents, subcontractors or those under its control, fail or refuse to comply with said measures and such non-compliance results in a monetary penalty being assessed against the City, then, in addition to any other remedies available to the City, Contractor shall fully reimburse the City any fines or penalties levied against the City, and any attorney fees or related costs paid by the City as a result of any such violation. Contractor must pay this amount within fifteen (15) days from the date of the invoice or written notice. Any fines and fees assessed by the FAA or TSA against the City due to the actions of Contractor and/or its agents will be deducted directly from the invoice for that billing period. Contractor is responsible for compliance with Airport Security regulations and 49 C.F.R. Parts 1542

(Airport Security) and 14 C.F.R. Parts 139 (Airport Certification and Operations). Any and all violations pertaining to Parts 1542 and 139 resulting in a fine will be passed on to and borne by Contractor. The fee/fine will be deducted from the invoice at time of billing.

- 13. Federal Rights.** This Agreement is subject and subordinate to the terms, reservations, restrictions and conditions of any existing or future agreements between the City and the United States, the execution of which has been or may be required as a condition precedent to the transfer of federal rights or property to the City for airport purposes and the expenditure of federal funds for the extension, expansion or development of the Airport System. As applicable, Contractor shall comply with the Standard Federal Assurances identified in Appendix.
- 14. Payment Source.** For payments required under this Agreement, the City shall make payments to Contractor solely from funds of the Airport System Fund and from no other fund or source. The City has no obligation to make payments from any other source.
- 15. Insurance requirements.** Contractor shall ensure and document that all subcontractors performing services or providing goods hereunder procure and maintain insurance coverage that is appropriate to the primary business risks for their respective scopes of performance. At minimum, such insurance must conform to all applicable requirements of DEN Rules and Regulations Part 230 and all other applicable laws and regulations.
- 16. Compliance with Applicable Laws and City Policies.** The Contractor shall comply with all applicable existing and future laws and DEN Rules and Regulations and policies in performing the Services under this Agreement. Any of the Contractor's personnel visiting the City's facilities will comply with all applicable City policies regarding access to, use of, and conduct within such facilities. The City will provide copies of such policies to the Contractor upon request.
- 17. Technology Specifications. Additional Products or Services.** The Parties acknowledge that the Contractor will continue to enhance and/or modify its existing products or services. To use those enhanced products or services, the City shall be entitled to order those offerings at any time throughout the duration of this Agreement provided the pricing is set out in this Agreement. Once agreed upon by the Parties, additional products or services shall be subject to the same terms and conditions as contained herein and any order placed by the City shall not create any additional binding conditions on the City and shall not act as an amendment of the terms and conditions of this Agreement. If additional products or services are requested by the City, the Parties shall follow the agreed upon order process and if no process is outlined, then the SVP, or other designated DEN personnel, shall be authorized to sign any necessary forms to acquire the products/services on behalf of the City. Additional licenses shall be prorated and co-termed with current licensing contained in this Agreement.
- 18. Data Management, Security, And Protection. Compliance with Data Protection Laws and Policies.** The Contractor shall comply with all applicable federal, state, local laws, rules, regulations, directives, and policies relating to data protection, use, collection, disclosures, processing, and privacy as they apply to the Contractor under this Agreement, including, without limitation, applicable industry standards or guidelines based on the data's classification relevant to the Contractor's performance hereunder and, when applicable, the most recent iterations of § 24-73-101, et seq.; C.R.S.,

IRS Publication 1075; the Colorado Consumer Protection Act, the Payment Card Industry Data Security Standard (“PCI- DSS”), and the Minimum Acceptable Risk Standards for Exchanges (collectively, “Data Protection Laws”). If the Contractor becomes aware that it cannot reasonably comply with the terms or conditions contained herein due to a conflicting law or policy, the Contractor shall promptly notify the City. The Contractor shall comply with all rules, policies, procedures, and standards issued by Denver International Airport and the DEN Business Technology section.

19. General Civil Rights Provisions

19.1. In all its activities within the scope of its airport program, the Contractor agrees to comply with pertinent statutes, Executive Orders, and such rules as identified in Title VI List of Pertinent Nondiscrimination Acts and Authorities to ensure that no person shall, on the grounds of race, color, national origin (including limited English proficiency), creed, sex (including sexual orientation and gender identity), age, or disability be excluded from participating in any activity conducted with or benefiting from Federal assistance. This provision is in addition to that required by Title VI of the Civil Rights Act of 1964.

19.2. During the performance of this contract, the “Consultant” or “Contractor”, for itself, its assignees, and successors in interest (hereinafter referred to as the “Contractor”), agrees as follows:

19.2.1. Compliance with Regulations: The Contractor (hereinafter includes consultants) will comply with the Title VI List of Pertinent Nondiscrimination Acts and Authorities, as they may be amended from time to time, which are herein incorporated by reference and made a part of this contract.

19.2.2. Nondiscrimination: The Contractor, with regard to the work performed by it during the contract, will not discriminate on the grounds of race, color, national origin (including limited English proficiency), creed, sex (including sexual orientation and gender identity), age, or disability in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The Contractor will not participate directly or indirectly in the discrimination prohibited by the Nondiscrimination Acts and Authorities, including employment practices when the contract covers any activity, project, or program set forth in Appendix B of 49 CFR part 21.

19.2.3. Solicitations for Subcontracts, including Procurements of Materials and Equipment: In all solicitations, either by competitive bidding or negotiation made by the Contractor for work to be performed under a subcontract, including procurements of materials, or leases of equipment, each potential subcontractor or supplier will be notified by the Contractor of the contractor’s obligations under this contract and the Nondiscrimination Acts and Authorities on the grounds of race, color, or national origin.

19.2.4. Information and Reports: The Contractor will provide all information and reports required by the Acts, the Regulations, and directives issued pursuant thereto and will permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the Sponsor or the Federal Aviation Administration to be pertinent to ascertain compliance with such Nondiscrimination Acts and Authorities and instructions.

Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish the information, the Contractor will so certify to the Sponsor or the Federal Aviation Administration, as appropriate, and will set forth what efforts it has made to obtain the information.

19.2.5. Sanctions for Noncompliance: In the event of a Contractor's noncompliance with the non-discrimination provisions of this contract, the Sponsor will impose such contract sanctions as it or the Federal Aviation Administration may determine to be appropriate, including, but not limited to:

19.2.5.1. Withholding payments to the Contractor under the contract until the Contractor complies; and/or

19.2.5.2. Cancelling, terminating, or suspending a contract, in whole or in part.

19.2.6. Incorporation of Provisions: The Contractor will include the provisions of paragraphs one through six in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Acts, the Regulations, and directives issued pursuant thereto. The Contractor will take action with respect to any subcontract or procurement as the Sponsor or the Federal Aviation Administration may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, that if the Contractor becomes involved in, or is threatened with litigation by a subcontractor, or supplier because of such direction, the Contractor may request the Sponsor to enter into any litigation to protect the interests of the Sponsor. In addition, the Contractor may request the United States to enter into the litigation to protect the interests of the United States.

19.3. During the performance of this contract, the Consultant, for itself, its assignees, and successors in interest (hereinafter referred to as the "Contractor") agrees to comply with the following non-discrimination statutes and authorities; including but not limited to:

19.3.1. Title VI of the Civil Rights Act of 1964 (42 USC § 2000d et seq., 78 stat. 252) (prohibits discrimination on the basis of race, color, national origin); 49 CFR part 21 (Non-discrimination in Federally-Assisted programs of the Department of Transportation—Effectuation of Title VI of the Civil Rights Act of 1964); The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 USC§4601) (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects); Section 504 of the Rehabilitation Act of 1973 (29 USC § 794 et seq.), as amended (prohibits discrimination on the basis of disability); and 49 CFR part 27 (Nondiscrimination on the Basis of Disability in Programs or Activities Receiving Federal Financial Assistance); The Age Discrimination Act of 1975, as amended (42 USC § 6101 et seq.) (prohibits discrimination on the basis of age); Airport and Airway Improvement Act of 1982 (49 USC § 47123), as amended (prohibits discrimination based on race, creed, color, national origin, or sex); The Civil Rights Restoration Act of 1987 (PL 100-259) (broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, the Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms "programs

or activities” to include all of the programs or activities of the Federal-aid recipients, sub-recipients and contractors, whether such programs or activities are Federally funded or not); Titles II and III of the Americans with Disabilities Act of 1990 (42 USC § 12101, et seq)(prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities) as implemented by U.S. Department of Transportation regulations at 49 CFR parts 37 and 38; The Federal Aviation Administration’s Nondiscrimination statute (49 USC § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex); Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations (ensures nondiscrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations); Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs [70 Fed. Reg. 74087 (2005)]; and Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 USC § 1681, et seq).

- 19.4.** Consultant is responsible for complying with the Federal Fair Labor Standards Act and for monitoring compliance by its subcontractors. Consultant must address any claims or disputes that arise from this requirement directly with the U.S. Department of Labor – Wage and Hour Division.
- 19.5.** All contracts and subcontracts that result from this solicitation incorporate by reference the requirements of 29 CFR Part 1910 with the same force and effect as if given in full text. Consultant must provide a work environment that is free from recognized hazards that may cause death or serious physical harm to the employee. Consultant retains full responsibility to monitor its compliance and their subcontractor’s compliance with the applicable requirements of the Occupational Safety and Health Act of 1970 (20 CFR Part 1910). Consultant must address any claims or disputes that pertain to a referenced requirement directly with the U.S. Department of Labor – Occupational Safety and Health Administration.

EXHIBIT H, INFORMATION TECHNOLOGY PROVISIONS

This Exhibit regarding Information Technology Provisions (this “Exhibit”) is a material part of the Agreement between the Parties to which this Exhibit is attached. In addition to the requirements of the main body of this Agreement, the Contractor shall protect the City’s information technology resources and City Data in accordance with this Exhibit. All provisions of this Exhibit that refer to the Contractor shall apply equally to any Subcontractor performing work in connection with this Agreement. Unless the context clearly requires a distinction between the Agreement and this Exhibit, all references to “Agreement” shall include this Exhibit.

1. TECHNOLOGY SERVICES SPECIFICATIONS

1.1. User ID Credentials: Internal corporate or customer (tenant) user account credentials shall be restricted, ensuring appropriate identity, entitlement, and access management and in accordance with established policies and procedures, as follows:

- 1.1.1.** Identity trust verification and service-to-service application (API) and information processing interoperability (e.g., SSO and Federation);
- 1.1.2.** Account credential lifecycle management from instantiation through revocation;
- 1.1.3.** Account credential and/or identity store minimization or re-use when feasible; and
- 1.1.4.** Adherence to industry acceptable and/or regulatory compliant authentication, authorization, and accounting (AAA) rules (e.g., strong/multi-factor, expire able, non-shared authentication secrets).

1.2. Identity Management: The City’s Identity and Access Management (“IdM”) system is an integrated infrastructure solution that enables many of the City’s services and online resources to operate more efficiently, effectively, and securely. All new and proposed applications must utilize the authentication and authorization functions and components of IdM. Strong authentication is required for privileged accounts or accounts with access to sensitive information. This technical requirement applies to all solutions regardless of where the application is hosted.

1.3. Supported Releases: The Contractor shall maintain the currency of all third-party software used in the development and execution or use of the Work with third-party vendor approved and supported releases, including, but not limited to, all code libraries, frameworks, components, and other products (e.g., Java JRE, code signing certificates, .NET, jQuery plugins, etc.), whether commercial, free, open-source, or closed-source. This includes any of the Contractor’s controlled systems running on the City’s network, including, but not limited to, any application, firewall, or other type of physical or virtual appliances.

1.4. Updates & Upgrades: During the Term of this Agreement, the Contractor shall provide the City with copies of all new versions, updates, and upgrades of the On-Premise Software (collectively, “Upgrades”), without additional charge, promptly after commercial release. Upon delivery to the City, Upgrades will become part of the On-Premise Software and will be subject to the license and other terms of this Agreement applicable to such On-Premise Software. In addition, the Contractor shall ensure that SaaS receives all updates and upgrades the Contractor provides to its customers generally.

- 1.5. Compatibility with Third-Party Software:** The Contractor acknowledges and agrees that the Work must integrate and operate compatibly with various third-party software products. The Contractor shall actively monitor and stay current on new version releases, updates, and changes made to any such third-party software that interfaces or integrates with the Contractor's Work. The Contractor shall ensure that its own products remain fully compatible with the most recent generally available versions of these third-party software components. Within ninety (90) days of the commercial release of a new generally available version of any interfacing third-party software, the Contractor shall complete all necessary testing, coding, and product updates to certify compatibility with the new version. The Contractor shall provide the updated and version-compatible products to the City at no additional cost. If the Contractor's Work is not compatible with the most current generally available third-party software versions required for operation, the City reserves the right to temporarily cease using the incompatible Work until the compatibility issue is resolved, without penalty or payment for a period of noncompliance. Under no circumstances shall the Contractor require the City to run old, non-current versions of third-party software to remain compatible with the Contractor's Work. The responsibility and costs for ensuring third-party software version compatibility shall reside solely with the Contractor.
- 1.6. Adjustment of Licenses:** The City may, at each anniversary date of this Agreement, increase or decrease the number of licenses it has purchased under this Agreement by giving written notice to the Contractor at least thirty (30) days prior to the anniversary date. The Contractor shall adjust the invoice for the next billing period based on the unit price per license specified in this Agreement. The City shall not reduce the number of licenses below the minimum quantity required under this Agreement.
- 1.7. Timing of Fees and Subscriptions:** Notwithstanding any provision to the contrary: (i) no fees for maintenance of On-Premise Software or SaaS, including without limitation for Upgrades, will accrue before Go-Live (as defined below); and (ii) no period before Go-Live will be counted against the time covered by any maintenance period. In addition, no fees for use of SaaS will accrue before Go-Live, and no period before Go-Live will be counted against the time covered by any SaaS subscription fees. "Go-Live" refers to the earlier of Acceptance of the On-Premise Software or SaaS or the City's first use of the On-Premise Software or SaaS in production, other than a beta use or trial.
- 1.8. Performance Outside of the United States:** The Contractor shall request written approval from the City to perform, or subcontract to perform, Services outside the United States. The City may approve or deny such request within the City's sole discretion. Any notice or term in any Exhibit provided to the City by the Contractor regarding performance outside the United States shall be deemed ineffective and void if the City has not granted prior written approval for such performance. This prohibition shall also apply to using, processing, transmitting, or maintaining City Data outside of the United States. Notwithstanding anything to the contrary contained in the Agreement, the City shall have no responsibility or obligation to comply with foreign data protection laws or policies, including, but not limited to, the General Data Protection Regulation of the European Union.

1.9. Continuity of Critical Services: The Contractor acknowledges that the Work to be performed under this Agreement is vital to the City and must be continued without interruption and that, upon this Agreement's expiration without renewal, a successor, either the City or another contractor, may continue them. The Contractor agrees to: (i) furnish phase-in training; and (ii) exercise its best efforts and cooperation to complete an orderly and efficient transition to a successor. The Contractor shall, upon the City's written notice: (i) furnish phase-in, phase-out services for up to sixty (60) days after this Agreement expires; and (ii) negotiate in good faith to determine the nature and extent of phase-in, phase-out services required. The Contractor shall provide sufficient experienced personnel during the phase-in, phase-out period to ensure that the Work called for by this Agreement are maintained at the required level of proficiency. The Contractor shall be reimbursed for all reasonable phase-in, phase-out costs (i.e., costs incurred within the agreed period after expiration that result from phase-in, phase-out operations) at the rates contained herein. The City shall have the authority extend this Agreement monthly if additional time is required beyond the termination of this Agreement, if necessary, to effectuate the transition, and the City shall pay a proration of the subscription fee during any necessary extension.

1.10. Software Escrow: At the City's request, the Contractor shall maintain in escrow a copy of the source code and documentation for the licensed software purchased under this Agreement. With each new release of the software provided to the City, the Contractor shall maintain the updated source code and documentation in escrow. If the Contractor files for bankruptcy, becomes insolvent, or ceases operations for any reason, the City shall be provided the current source code and documentation in escrow. The City will only use the source code and documentation to support the licensed software. This Section shall survive the termination of this Agreement.

2. SECURITY AUDITS

2.1. Performance of Security Audits: Prior to the Effective Date of this Agreement, the Contractor, will at its expense conduct or have conducted the following, and thereafter, the Contractor will at its expense conduct or have conducted the following at least once per year, and immediately after any actual or reasonably suspected Security Breach: (i) a SSAE 18/SOC 2 Type 2 or other mutually agreed upon audit of the Contractor's security policies, procedures and controls; (ii) a quarterly external and internal vulnerability scan of the Contractor's systems and facilities, to include public facing websites, that are used in any way to deliver Services under this Agreement. The report must include the vulnerability, age, and remediation plan for all issues identified as critical or high; and (iii) a formal penetration test performed by qualified personnel of the Contractor's systems and facilities that are used in any way to deliver Work under this Agreement. The Contractor will provide the City the results of the above audits. The Contractor shall also protect data against deterioration or degradation of quality and authenticity by, at minimum, having a third party perform annual data integrity audits. In addition, the Contractor shall comply with the City's annual risk assessment and the results thereof.

2.2. Security Audit Results: The Contractor will provide the City the reports or other documentation resulting from the above audits, certifications, scans, and tests within seven (7) business days of

the Contractor's receipt of such results. The report must include the vulnerability, age, and remediation plan for all issues identified as critical or high. Based on the results and recommendations of the above audits, the Contractor will, within thirty (30) calendar days of receipt of such results, promptly modify its security measures to meet its obligations under this Agreement and provide the City with written evidence of remediation. The City may require, at the Contractor's expense, that the Contractor perform additional audits and tests, the results of which will be provided to the City within seven (7) business days of Contractor's receipt of such results. To the extent the Contractor controls or maintains information systems used in connection with this Agreement, the Contractor shall provide the City with the results of all security assessment activities when conducted on such information systems, including any code-level vulnerability scans, application-level risk assessments, and other security assessment activities as required by this Agreement or reasonably requested by the City. The Contractor will remediate any vulnerabilities to comply with its obligations hereunder. If additional funds are required to perform the tests required by the City that are not accounted for in this Agreement, the Parties agree to amend this Agreement as necessary.

3. DATA MANAGEMENT AND SECURITY

3.1. Compliance with Data Protection Laws and Policies: In addition to the compliance obligations imposed by this Agreement, the Contractor shall comply with all information security and privacy obligations imposed by any federal, state, or local statute or regulation, or by any specifically incorporated industry standards or guidelines, as applicable to the Contractor under this Agreement, including, without limitation, applicable industry standards or guidelines based on the data's classification relevant to the Contractor's performance hereunder. If the Contractor becomes aware that it cannot reasonably comply with the terms or conditions contained herein due to a conflicting law or policy, the Contractor shall promptly notify the City.

3.2. Data Ownership: Unless otherwise required by law, the City has exclusive ownership of all City Data under this Agreement, and the Contractor shall have no right, title, or interest in City Data. The Parties recognize and agree that the Contractor is a bailee for hire with respect to City Data. The Contractor's use and possession of City Data is solely on the City's behalf, and the Contractor shall only use City Data solely for the purpose of performing its obligations hereunder and shall not use City Data in the development of machine learning and artificial intelligence models for any purpose without the City's written consent. The City retains the right to access and retrieve City Data stored on the Contractor's infrastructure at any time during the Term. All City Data created and/or processed by the Work, if any, is and shall remain the property of the City and shall in no way become attached to the Work. This Agreement does not give a Party any rights, implied or otherwise, to the other's data, content, or intellectual property, except as expressly stated in this Agreement.

3.3. Data Access and Integrity: The Contractor shall implement and maintain all appropriate administrative, physical, technical, and procedural safeguards necessary and appropriate to ensure compliance with the applicable law and regulation as they relate to the Contractor's performance hereunder to ensure the security and confidentiality of City Data. The Contractor shall protect

against threats or hazards to the security or integrity of data; protect against unauthorized disclosure, access to, or use of data; restrict access to data as necessary; and ensure the proper and legal use of data. The Contractor shall provide the City with access, subject to the Contractor's reasonable security requirements, for purposes of inspecting and monitoring access and use of City Data and evaluating security control effectiveness. The Contractor shall not engage in "data mining" except as specifically and expressly required by law or authorized in writing by the City. Upon written request, the Contractor shall provide the City its policies and procedures to maintain the confidentiality of City Data.

- 3.4. **Response to Legal Orders for City Data:** If the Contractor is required by a court of competent jurisdiction or administrative body to disclose City Data, the Contractor shall first notify the City and, prior to any disclosure, cooperate with the City's reasonable requests in connection with the City's right to intervene, quash, or modify the legal order, demand, or request, and upon request, provide the City with a copy of its response. Upon notice, the City will promptly coordinate with the Contractor regarding the preservation and disposition of any City Data and records relevant to any current or anticipated litigation. If the City receives a subpoena, legal order, or other legal demand seeking data maintained by the Contractor, the City will promptly provide a copy to the Contractor. Upon notice and if required by law, the Contractor shall promptly provide the City with copies of its data required for the City to meet its necessary disclosure obligations.
- 3.5. **Mandatory Disclosures:** In addition to the requirements set forth herein, the Contractor shall provide the City with a copy of any disclosure the Contractor is required to file with any regulatory body as a result of a Security Breach or other incident that requires the Contractor to make such a disclosure, including but not limited to, required disclosures mandated by the Securities and Exchange Commission. If the contents of any such disclosure is protected by law, the Contractor shall instead provide the City with prompt notice that it was required to make such a disclosure along with the name of the regulatory body requiring the Contractor to make such a disclosure.
- 3.6. **Data Retention, Transfer, Holds, and Destruction:** Using appropriate and reliable storage media, the Contractor shall regularly backup data used in connection with this Agreement and retain such backup copies as necessary to meet its obligations hereunder. All City Data shall be encrypted in transmission, including by web interface, and in storage by an agreed upon National Institute of Standards and Technology ("NIST") approved strong encryption method and standard. Upon the expiration or termination of this Agreement, the Contractor shall, as directed by the City, promptly return all City Data provided by the City to the Contractor, and the copies thereof, to the City or destroy all such City Data and certify to the City that it has done so; however, this requirement shall not apply to the extent the Contractor is required by law to retain copies of certain City Data. The Contractor shall not interrupt or obstruct the City's ability to access and retrieve City Data stored by the Contractor. Unless otherwise required by law or regulation, when paper or electronic documents are no longer needed, the Contractor shall destroy or arrange for the destruction of such documents within its custody or control that contain City Data by shredding, erasing, or otherwise modifying the City Data in the paper or electronic documents to make it unreadable or indecipherable. The Contractor's obligations set forth in this Subsection,

without limitation, apply likewise to the Contractor's successors, including without limitation any trustee in bankruptcy.

- 3.7. Software and Computing Systems:** At its reasonable discretion, the City may prohibit the Contractor from the use of certain software programs, databases, and computing systems with known vulnerabilities to collect, use, process, or store, City Data received under this Agreement. The Contractor shall fully comply with all requirements and conditions, if any, associated with the use of software programs, databases, and computing systems as reasonably directed by the City. The Contractor shall not use funds paid by the City for the acquisition, operation, or maintenance of software in violation of any copyright laws or licensing restrictions. The Contractor shall maintain commercially reasonable network security that, at a minimum, includes network firewalls, intrusion detection/prevention, and enhancements or updates consistent with evolving industry standards. The Contractor shall use industry-standard and up-to-date security tools, technologies and procedures including, but not limited to, anti-virus and anti-malware protections. The Contractor shall ensure that any underlying or integrated software employed under this Agreement is updated on a regular basis and does not pose a security threat. Upon request, the Contractor shall provide a software bill of materials ("SBOM") annually or upon major changes to the solution(s) provided to the City under this Agreement. The Contractor shall provide a complete SBOM for the supported life of the solution(s). The Contractor shall monitor for security vulnerabilities in applicable software components and use a risk-based approach to mitigate any vulnerabilities.
- 3.8. Background Checks:** The Contractor shall ensure that, prior to being granted access to City Data, the Contractor's agents, employees, Subcontractors, volunteers, or assigns who perform work under this Agreement have all undergone and passed all necessary criminal background screenings, have successfully completed annual instruction of a nature sufficient to enable them to effectively comply with all data protection provisions of this Agreement and applicable law, and possess all qualifications appropriate to the nature of the employees' duties and the sensitivity of the data. If the Contractor has access to federal tax information ("FTI") under this Agreement, the Contractor shall comply with the background check requirements of IRS Publication 1075.
- 3.9. Subcontractors:** If the Contractor engages a Subcontractor under this Agreement, the Contractor shall ensure its Subcontractors are subject to data protection terms that provide at least the same level of data protection as in this Agreement and to the extent appropriate to the nature of the Work provided. The Contractor shall monitor the compliance with such obligations and remain responsible for its Subcontractor's compliance with the obligations of this Agreement and for any of its Subcontractors acts or omissions that cause the Contractor to breach any of its obligations under this Agreement. Unless the Contractor provides its own security protection for the information it discloses to a third party, the Contractor shall require the third party to implement and maintain reasonable security procedures and practices that are appropriate to the nature of the City Data disclosed and that are reasonably designed to protect it from unauthorized access, use, modification, disclosure, or destruction. Any term or condition within this Agreement relating to the protection and confidentiality of any disclosed data shall apply equally to both the Contractor

and any of its Subcontractors, agents, assigns, employees, or volunteers. Upon request, the Contractor shall provide the City copies of its record retention, data privacy, and information security policies. The Contractor shall ensure all Subcontractors sign, or have signed, agreements containing nondisclosure provisions at least as protective as those in this Agreement, and that the nondisclosure provisions are in force so long as the Subcontractor has access to any data disclosed under this Agreement. Upon request, the Contractor shall provide copies of those signed nondisclosure agreements to the City.

- 3.10. Request for Additional Protections and Survival:** In addition to the terms contained herein, the City may reasonably request that the Contractor protect the confidentiality of certain City Data to ensure compliance with applicable law and any changes thereto. Unless a request for additional protections is mandated by a change in law, the Contractor may reasonably decline the City's request to provide additional protections. If such a request requires the Contractor to take steps beyond those contained herein, the Contractor shall notify the City with the anticipated cost of compliance, and the City may thereafter, in its sole discretion, direct the Contractor to comply with the request at the City's expense; provided, however, that any increase in costs that would increase the Maximum Contract Amount must first be memorialized in a written amendment complying with City procedures. Obligations contained in this Agreement relating to the protection and confidentiality of any disclosed data shall survive termination of this Agreement, and the Contractor shall continue to safeguard all data for so long as the data remains confidential or protected and in the Contractor's possession or control.

4. DISASTER RECOVERY AND CONTINUITY

- 4.1.** The Contractor shall maintain a continuous and uninterrupted business continuity and disaster recovery program with respect to the Work provided under this Agreement. The program shall be designed, in the event of a significant business disruption affecting the Contractor, to provide the necessary and sufficient capabilities, processes, and procedures to enable the Contractor to resume and continue to perform its duties and obligations under this Agreement without undue delay or disruption. In the event of equipment failures, the Contractor shall, at no additional expense to the City, take reasonable steps to minimize service interruptions, including using any back-up facilities where appropriate. Upon request, the Contractor shall provide the City with a copy of its disaster recovery plan and procedures.
- 4.2.** Prior to the Effective Date of this Agreement, the Contractor shall, at its own expense, conduct or have conducted the following, and thereafter, the Contractor will, at its own expense, conduct or have conducted the following at least once per year:
- 4.2.1.** A test of the operability, sufficiency, and completeness of business continuity and disaster recovery program's capabilities, processes, and procedures that are necessary to resume and continue to perform its duties and obligations under this Agreement.
- 4.2.2.** Based upon the results and subsequent recommendations of the testing above, the Contractor will, within thirty (30) calendar days of receipt of such results and recommendations, promptly modify its capabilities, processes, and procedures to meet its obligations under this Agreement and provide City with written evidence of remediation.

4.2.3. Upon request, the Contractor shall provide the City with report summaries or other documentation resulting from above testing of any business continuity and disaster recovery procedures regarding the Services provided under this Agreement.

4.3. The Contractor represents that it is capable, willing, and able to provide the necessary and sufficient business continuity and disaster recovery capabilities and functions that are appropriate for it to provide services under this Agreement.

5. DELIVERY AND ACCEPTANCE

5.1. **Acceptance & Rejection**: Deliverables will be considered accepted (“Acceptance”) only when the City provides the Contractor affirmative written notice of acceptance that such Deliverable has been accepted by the City. Such communication shall be provided within a reasonable time from the delivery of the Deliverable and shall not be unreasonably delayed or withheld. Acceptance by the City shall be final, except in cases of Contractor’s failure to conduct proper quality assurance, latent defects that could not reasonably have been detected upon delivery, or the Contractor’s gross negligence or willful misconduct. The City may reject a Deliverable if it materially deviates from its specifications and requirements listed in this Agreement or its Exhibits by written notice setting forth the nature of such deviation. In the event of such rejection, the Contractor shall correct the deviation, at its sole expense, and redeliver the Deliverable within fifteen (15) days. After redelivery, the Parties shall again follow the acceptance procedures set forth herein. If any Deliverable does not perform to the City’s satisfaction, the City reserves the right to repudiate acceptance. If the City ultimately rejects a Deliverable, or repudiates acceptance of it, the Contractor will refund to the City all fees paid, if any, by the City with respect to any rejected Deliverable. Acceptance shall not relieve the Contractor from its responsibility under any representation or warranty contained in this Agreement, and payment of an invoice prior to Acceptance does not grant a waiver of any representation or warranty made by the Contractor.

5.2. **Quality Assurance**: The Contractor shall provide and maintain a quality assurance system acceptable to the City for Deliverables under this Agreement and shall provide to the City only such Deliverables that have been inspected and found to conform to the specifications identified in this Agreement and any applicable solicitation, bid, offer, or proposal from which this Agreement results. The Contractor’s delivery of any Deliverables to the City shall constitute certification that any Deliverables have been determined to conform to the applicable specifications, and the Contractor shall make records of such quality assurance available to the City upon request.

6. WARRANTIES AND REPRESENTATIONS

6.1. Notwithstanding the acceptance of any Work, or the payment of any invoice for such Work, the Contractor warrants that any Work provided by the Contractor under this Agreement shall be free from material defects and shall function as intended and in material accordance with the applicable Specifications. The Contractor warrants that any Work, and any media used to distribute it, shall be, at the time of delivery, free from any harmful or malicious code, including without limitation viruses, malware, spyware, ransomware, or other similar function or technological means designed to disrupt, interfere with, or damage the normal operation of the

Work and the use of City resources and systems. The Contractor's warranties under this Section shall apply to any defects or material nonconformities discovered within 180 days following delivery of any Work.

- 6.2. Upon notice of any defect or material nonconformity, the Contractor shall submit to the City in writing within 10 business days of the notice one or more recommendations for corrective action with sufficient documentation for the City to ascertain the feasibility, risks, and impacts of each recommendation. The City's remedy for such defect or material non-conformity shall be:
 - 6.2.1. The Contractor shall re-perform, repair, or replace such Work in accordance with any recommendation chosen by the City. The Contractor shall deliver, at no additional cost to the City, all documentation required under this Agreement as applicable to the corrected Work or Deliverable; or
 - 6.2.2. The Contractor shall refund to the City all amounts paid for such Work, as well as pay to the City any additional amounts reasonably necessary for the City to procure alternative goods or services of substantially equivalent capability, function, and performance.
- 6.3. Any Work delivered to the City as a remedy under this Section shall be subject to the same quality assurance, acceptance, and warranty requirements as the original Work. The duration of the warranty for any replacement or corrected Work shall run from the date of the corrected or replacement Work.
- 6.4. **Customization Services:** The Contractor warrants that it will perform all customization services, if any, in a professional and workmanlike manner. In case of breach of the warranty of the preceding sentence, the Contractor, at its own expense, shall promptly re-perform the customization services in question or provide a full refund for all nonconforming customization services.
- 6.5. **Third-Party Warranties and Indemnities:** The Contractor will assign to the City all third-party warranties and indemnities that the Contractor receives in connection with any Work or Deliverables provided to the City. To the extent that the Contractor is not permitted to assign any warranties or indemnities through to the City, the Contractor agrees to specifically identify and enforce those warranties and indemnities on behalf of the City to the extent the Contractor is permitted to do so under the terms of the applicable third-party agreements.
- 6.6. **Intellectual Property Rights in the Software:** The Contractor warrants that it is the owner of all Deliverables, and of each and every component thereof, or the recipient of a valid license thereto, and that it has and will maintain the full power and authority to grant the intellectual property rights to the Deliverables in this Agreement without the further consent of any third party and without conditions or requirements not set forth in this Agreement. In the event of a breach of the warranty in this Section, the Contractor, at its own expense, shall promptly take the following actions: (i) secure for the City the right to continue using the Deliverable as intended; (ii) replace or modify the Deliverable to make it non-infringing, provided such modification or replacement will not materially degrade any functionality as stated in this Agreement; or (iii) refund 100% of the fee paid for the Deliverable for every month remaining in the Term, in which case the Contractor may terminate any or all of the City's licenses to the infringing Deliverable granted in

this Agreement and require return or destruction of copies thereof. The Contractor also warrants that there are no pending or threatened lawsuits, claims, disputes, or actions: (i) alleging that any of the Work or Deliverables infringes, violates, or misappropriates any third-party rights; or (ii) adversely affecting any Deliverables or Services, or the Contractor's ability to perform its obligations hereunder.

6.7. Disabling Code: The Work will contain no malicious or disabling code that is intended to damage, destroy, or destructively alter software, hardware, systems, or data. The Contractor represents, warrants and agrees that the City will not receive from the Contractor any virus, worm, trap door, back door, timer, clock, counter or other limiting routine, instruction or design, or other malicious, illicit or similar unrequested code, including surveillance software or routines which may, or is designed to, permit access by any person, or on its own, to erase, or otherwise harm or modify any City system, resources, or data (a "Disabling Code"). In the event a Disabling Code is identified, the Contractor shall take all steps necessary, at no additional cost to the City, to: (i) restore and/or reconstruct all data lost by the City as a result of a Disabling Code; (ii) furnish to City a corrected version of the Work or Deliverables without the presence of a Disabling Code; and, (iii) as needed, re-implement the Work or Deliverable at no additional cost to the City. This warranty shall remain in full force and effect during the Term.

7. PAYMENT CARD INDUSTRY DATA SECURITY STANDARD COMPLIANCE

7.1. If the Contractor is directly involved in the processing, storage, or transmission of cardholder data on behalf of the City as part of this Agreement, this Section shall apply. Any contractor who provides or has access to software, systems, hardware, or devices which process and/or interact with payment card information or payment cardholder data must be compliant with the current version of the Payment Card Industry Data Security Standard (PCI DSS).

7.2. The Contractor covenants and agrees to comply with Visa's Cardholder Information Security Program (CISP), MasterCard's Site Data Protection Rules (SDP), and with all other credit card association or National Automated Clearing House Association (NACHA) rules or rules of member organizations ("Association"), and further covenants and agrees to maintain compliance with the PCI DSS, SDP, and (where applicable) the Payment Application Data Security Standard (PA-DSS) (collectively, the "Security Guidelines"). The Contractor represents and warrants that all of the hardware and software components utilized for the City or used under this Agreement is now and will be PCI DSS compliant during the term of this Agreement. All service providers that the Contractor uses under this Agreement must be recognized by Visa as PCI DSS compliant. The Contractor further agrees to exercise reasonable due diligence to ensure that all of its service providers (as defined by the PCI Security Council), agents, business partners, contractors, Subcontractors, and any third party who may have access to credit card information under this Agreement maintain compliance with the Security Guidelines and comply in full with the terms and conditions set out in this Section. The Contractor further certifies that the equipment, as described herein, will be deployed in a manner that meets or exceeds the PA DSS and/or PCI certification and will be deployed on a network that meets or exceeds PCI standards. The Contractor shall demonstrate its compliance with PCI DSS by annually providing the City an

executed Attestation of Compliance (AOC). The Contractor must provide verification to the City, prior to start up and ongoing annually during the term of this Agreement, that all modules of the Contractor's system(s) that interface with or utilize credit card information in any manner or form of collection are PCI DSS compliant. If the Contractor is a service provider involved in the processing, storage or transmission of cardholder data or sensitive authentication data (collectively "Data Handling") on behalf of the City that would result in Data Handling being included in the City's PCI scope through connected software or components, then the Contractor must provide a PCI Responsibility Matrix ("Matrix") to be attached to this Agreement as an exhibit. The Matrix must identify where responsibility resides for each PCI control requirement, whether it be with the Contractor, the City or shared by both. Any PCI control requirements that do not apply should be indicated along with any pertinent notes.

- 7.3. The Contractor shall not retain or store CAV2/CVC2/CVV2/CID or such data prohibited by PCI DSS subsequent to authorization of a credit card transaction, shall prohibit disclosure of any and all cardholder information, and in the event of a compromise of credit card information of any kind, the Contractor shall notify the City in writing consistent with the Security Breach response notification requirements of this Agreement, and shall provide, at the Contractor's sole expense, all necessary and appropriate notification to parties and persons affected by such disclosure and compromise.
- 7.4. If any Association requires an audit of the Contractor or any of the Contractor's Service Providers, agents, business partners, contractors, or Subcontractors due to a data security compromise event related to this Agreement, the Contractor agrees to cooperate with such audit. If as a result of an audit of the City it is determined that any loss of information is attributable to the Contractor, the Contractor shall pay the City's reasonable costs relating to such audit, including attorney's fees. No review, approval, or audit by the City shall relieve the Contractor from liability under this Section or under other provisions of this Agreement.
- 7.5. The Contractor is solely responsible for its PCI DSS compliance. The Contractor shall ensure that all PCI DSS vendors comply with PCI DSS standards: (i) in providing Services or Deliverables to the City under this Agreement; (ii) in storing, processing, or transmitting PCI data; and (iii) in engaging in any other activities for any purpose relating to this Agreement. As between the Contractor and the City, the Contractor shall be responsible for a PCI DSS vendor's non-compliance with PCI DSS.
- 7.6. In addition to all other defense and indemnity obligations undertaken by the Contractor under this Agreement, the Contractor, to the extent that its performance of this Agreement includes the allowance or utilization by members of the public of credit cards to pay monetary obligations to the City or the Contractor, or includes the utilization, processing, transmittal and/or storage of credit card data by the Contractor, shall defend, release, indemnify and save and hold harmless the City against any and all fines, penalties, assessments, costs, damages or other financial obligations, however denominated, assessed against the City and/or the Contractor by credit card company(s), financial institution(s) or by the National Automated Clearing House Association (NACHA) or successor or related entity, including but not limited to, any credit card company

finer, regardless of whether considered to be consequential, special, incidental or punitive damages, costs of notifying parties and persons affected by credit card information disclosure, the cost of replacing active credit cards, and any losses associated with fraudulent transaction(s) occurring after a security breach or loss of information with respect to credit card information, and shall defend, release, indemnify, and save and hold harmless the City from any and all claims, demands, suits, actions, liabilities, causes of action or legal or equitable proceedings of any kind or nature, of or by anyone whomsoever, in any way affected by such credit card data or utilizing a credit card in the performance by the Contractor of this Agreement. In furtherance of this, the Contractor covenants to defend and indemnify the City and the Contractor shall maintain compliance with PCI DSS and with all other requirements and obligations related to credit card data or utilization set out in this Agreement.

8. LICENSE OR USE AUDIT RIGHTS

- 8.1.** To the extent that the Contractor, through this Agreement or otherwise as related to the subject matter of this Agreement, has granted to the City any license or otherwise limited permission to use any of the Contractor's intellectual property, the terms of this Section shall apply.
- 8.2.** The Contractor shall have the right, at any time during and throughout the Term, but not more than once per year, to request via written notice in accordance with the notice provisions of this Agreement that the City audit its use of and certify as to its compliance with any applicable license or use restrictions and limitations contained in this Agreement (an "Audit Request"). The Audit Request shall specify the period to be covered by the audit, which shall not include any time covered by a previous audit. The City shall complete the audit and provide certification of its compliance to the Contractor ("Audit Certification") within a reasonable amount of time following the City's receipt of the Audit Request.
- 8.3.** If upon receipt of the City's Audit Certification, the Parties reasonably determine that: (i) the City's use of licenses, use of software, use of programs, or any other use during the audit period exceeded the use restrictions and limitations contained in this Agreement ("Overuse"), and (ii) the City would have been or is then required to purchase additional maintenance and/or services ("Maintenance"), the Contractor shall provide written notice to the City in accordance with the notice provisions of this Agreement identifying any Overuse or required Maintenance and request that the City bring its use into compliance with such use restrictions and limitations.

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EXHIBIT I, PII CERTIFICATION

City and County of Denver

Third Party **Individual** Certification for Access to PII Through a Database or Automated Network

Pursuant to § 24-74-105, C.R.S., I hereby certify under the penalty of perjury that I have not and will not use or disclose any Personal Identifying Information, as defined by § 24-74-102(1), C.R.S., for the purpose of investigating for, participating in, cooperating with, or assisting Federal Immigration Enforcement, including the enforcement of civil immigration laws, and the Illegal Immigration and Immigrant Responsibility Act, which is codified at 8 U.S.C. §§ 1325 and 1326, unless required to do so to comply with Federal or State law, or to comply with a court-issued subpoena, warrant or order.

Signature: _____

Printed Name: _____

Date: _____

EXHIBIT I, PII CERTIFICATION

City and County of Denver

Third-Party **Entity / Organization** Certification for Access to PII Through a Database or Automated Network

Pursuant to § 24-74-105, C.R.S., I, _____, on behalf of _____ (legal name of entity / organization) (the "Organization"), hereby certify under the penalty of perjury that the Organization has not and will not use or disclose any Personal Identifying Information, as defined by § 24-74-102(1), C.R.S., for the purpose of investigating for, participating in, cooperating with, or assisting Federal Immigration Enforcement, including the enforcement of civil immigration laws, and the Illegal Immigration and Immigrant Responsibility Act, which is codified at 8 U.S.C. §§ 1325 and 1326, unless required to do so to comply with Federal or State law, or to comply with a court-issued subpoena, warrant or order.

I hereby represent and certify that I have full legal authority to execute this certification on behalf of the Organization.

Signature: _____

Printed Name: _____

Title: _____

Date: _____

EXHIBIT J, FEDERAL BUREAU OF INVESTIGATION
CRIMINAL JUSTICE INFORMATION SERVICES
SECURITY ADDENDUM

The goal of this document is to augment the CJIS Security Policy to ensure adequate security is provided for criminal justice systems while (1) under the control or management of a private entity or (2) connectivity to FBI CJIS Systems has been provided to a private entity (contractor). Adequate security is defined in Office of Management and Budget Circular A-130 as “security commensurate with the risk and magnitude of harm resulting from the loss, misuse, or unauthorized access to or modification of information.”

The intent of this Security Addendum is to require that the Contractor maintain a security program consistent with federal and state laws, regulations, and standards (including the CJIS Security Policy in effect when the contract is executed), as well as with policies and standards established by the Criminal Justice Information Services (CJIS) Advisory Policy Board (APB).

This Security Addendum identifies the duties and responsibilities with respect to the installation and maintenance of adequate internal controls within the contractual relationship so that the security and integrity of the FBI’s information resources are not compromised. The security program shall include consideration of personnel security, site security, system security, and data security, and technical security.

The provisions of this Security Addendum apply to all personnel, systems, networks and support facilities supporting and/or acting on behalf of the government agency.

1.00 Definitions

1.01 Contracting Government Agency (CGA) – the government agency, whether a Criminal Justice Agency or a Noncriminal Justice Agency, which enters into an agreement with a private contractor subject to this Security Addendum.

1.02 Contractor – a private business, organization or individual which has entered into an agreement for the administration of criminal justice with a Criminal Justice Agency or a Noncriminal Justice Agency.

2.00 Responsibilities of the Contracting Government Agency.

2.01 The CGA will ensure that each Contractor employee receives a copy of the Security Addendum and the CJIS Security Policy and executes an acknowledgment of such receipt and the contents of the Security Addendum. The signed acknowledgments shall remain in the possession of the CGA and available for audit purposes. The acknowledgement may be signed by hand or via digital signature (see glossary for definition of digital signature).

3.00 Responsibilities of the Contractor.

3.01 The Contractor will maintain a security program consistent with federal and state laws, regulations, and standards (including the CJIS Security Policy in effect when the contract is executed and all subsequent versions), as well as with policies and standards established by the Criminal Justice Information Services (CJIS) Advisory Policy Board (APB).

4.00 Security Violations.

4.01 The CGA must report security violations to the CJIS Systems Officer (CSO) and the Director, FBI, along with indications of actions taken by the CGA and Contractor.

4.02 Security violations can justify termination of the appended agreement.

4.03 Upon notification, the FBI reserves the right to:

- a. Investigate or decline to investigate any report of unauthorized use;
- b. Suspend or terminate access and services, including telecommunications links. The FBI will provide the CSO with timely written notice of the suspension. Access and services will be reinstated only after satisfactory assurances have been provided to the FBI by the CGA and Contractor. Upon termination, the Contractor's records containing CHRI must be deleted or returned to the CGA.

5.00 Audit

5.01 The FBI is authorized to perform a final audit of the Contractor's systems after termination of the Security Addendum.

6.00 Scope and Authority

6.01 This Security Addendum does not confer, grant, or authorize any rights, privileges, or obligations on any persons other than the Contractor, CGA, CJA (where applicable), CSA, and FBI.

6.02 The following documents are incorporated by reference and made part of this agreement: (1) the Security Addendum; (2) the NCIC 2000 Operating Manual; (3) the CJIS Security Policy; and (4) Title 28, Code of Federal Regulations, Part 20. The parties are also subject to applicable federal and state laws and regulations.

6.03 The terms set forth in this document do not constitute the sole understanding by and between the parties hereto; rather they augment the provisions of the CJIS Security Policy to provide a minimum basis for the security of the system and contained information and it is understood that there may be terms and conditions of the appended Agreement which impose more stringent requirements upon the Contractor.

6.04 This Security Addendum may only be modified by the FBI, and may not be modified by the parties to the appended Agreement without the consent of the FBI.

6.05 All notices and correspondence shall be forwarded by First Class mail to:

Information Security Officer

Criminal Justice Information Services Division, FBI

1000 Custer Hollow Road

Clarksburg, West Virginia 26306

**FEDERAL BUREAU OF INVESTIGATION
CRIMINAL JUSTICE INFORMATION SERVICES
SECURITY ADDENDUM**

CERTIFICATION

I hereby certify that I am familiar with the contents of (1) the Security Addendum, including its legal authority and purpose; (2) the NCIC Operating Manual; (3) the CJIS Security Policy; and (4) Title 28, Code of Federal Regulations, Part 20, and agree to be bound by their provisions.

I recognize that criminal history record information and related data, by its very nature, is sensitive and has potential for great harm if misused. I acknowledge that access to criminal history record information and related data is therefore limited to the purpose(s) for which a government agency has entered into the contract incorporating this Security Addendum. I understand that misuse of the system by, among other things: accessing it without authorization; accessing it by exceeding authorization; accessing it for an improper purpose; using, disseminating or re-disseminating information received as a result of this contract for a purpose other than that envisioned by the contract, may subject me to administrative and criminal penalties. I understand that accessing the system for an appropriate purpose and then using, disseminating or re-disseminating the information received for another purpose other than execution of the contract also constitutes misuse. I further understand that the occurrence of misuse does not depend upon whether or not I receive additional compensation for such authorized activity. Such exposure for misuse includes, but is not limited to, suspension or loss of employment and prosecution for state and federal crimes.

Printed Name/Signature of Contractor Employee

Date

Printed Name/Signature of Contractor Representative

Date

Organization and Title of Contractor Representative