October 20, 2014

Eddie Dikitanan
Alameda Police Department
1555 Oak Street
Alameda, CA 94501

Subject: Enhancement Proposal (EP)-3612: CAD, Mobile and RMS Migration

Reference: Master Support Agreement dated December 9, 2004 by and between Tiburon, Inc. and City of Alameda

Dear Mr. Dikitanan:

Tiburon, Inc. is pleased to present Alameda Police Department (hereinafter, "Client") with this Enhancement Proposal for a CAD, Mobile and RMS Migration (hereinafter, referred to as the "Proposal").

Scope Description and Responsibilities

The attached Exhibit 1, Statement of Work ("SOW") describes the project tasks, responsibilities of each party and defined completion criteria.

Price Description

1) Firm fixed price: $727,252

2) The Tiburon Annual Maintenance Fee will not increase as a result of this proposal.

3) This Proposal does not include:

   • Warranty

Effective Date and Payment Schedule

1) The work described herein will be scheduled to commence at a mutually agreeable date after Client's acceptance of this Proposal.

2) Payment Schedule: Client hereby agree to pay Tiburon the firm fixed price for the work hereunder in accordance with the following payment milestone schedule:

   • 25% - Upon completion of Task 1
   • 20% - Upon completion of Task 3
   • 20% - Upon completion of Task 4
   • 20% - Upon completion of Task 6
   • 15% - Upon completion of Task 7

3) Client's acceptance of this Proposal in the signature block provided below authorizes Tiburon to proceed with the work described herein and confirms funding will be obligated. Any requisite contractual documents required by Client's purchasing procedures are the responsibility of the Client.

4) ~~The terms and conditions of the above referenced Agreement, and this Proposal prevail regardless of any conflicting or additional terms and conditions on any Purchase Order or other correspondence. Any contingencies or additional terms obtained on any Purchase Order are not binding upon Tiburon.~~ All Purchase Orders are subject to approval and acceptance by Tiburon.

This fixed price Proposal is valid through December 31, 2014.

Upon review and acceptance of this Proposal, please have a duly authorized person sign below and return the signed copy of the Proposal to Larry Burns via e-mail at Larry.Burns@tiburoninc.com or fax 510-217-6466. If you have any questions or require further information, please contact Larry at 423.930.6649 at your convenience.

Sincerely,

Vincent Tedesco
Chief Operating Officer
_____
By this signature, Client accepts this Proposal:

_____   _____
Signature   Date

_____
Printed Name / Title

Exhibit 1

Statement of Work (SOW)

for

City of Alameda

Table of Contents

INTRODUCTION

This Statement of Work (SOW) defines the principle activities and responsibilities of the Client and Tiburon, Inc. (Tiburon) for the implementation of Tiburon applications (the "Project") defined below.

The Tiburon applications described below will be deployed in a Microsoft Windows environment.

The Statement of Work tasks are not always completed sequentially and some tasks may be concurrent. The completion and acceptance of any task is not necessarily contingent upon completion of the preceding task.

The Tiburon applications to be deployed in accordance with this Statement of Work include:

- Total CommandCAD v2.9 (6 workstation licenses), including the following add-ons and interfaces

    o WebQuery

    o DataWarehouse

    o State Interface (via AWS)

    o MobileCOM (50 licenses) (includes purchase of 50 Mobile Map licenses)

    o E911 Interface

    o 911 Maverick Mapping (6 licenses)

    o Location Verification Services

    o Reformat DESIGNER

    o AVL Interface

    o Database views of CAD DataWarehouse to support ICMA

- Total Enforcement Record Management System (RMS) (62 workstation licenses), including the following add-ons and interfaces –

    o The following modules are included –

        ▪ Accident Module

        ▪ Aided Case Module

        ▪ Alarm Module

        ▪ Alerts and Notifications

        ▪ Arrest Module

        ▪ Case Report Module

        ▪ Citations Module

        ▪ Diary Module

        ▪ Event Module

- ▪ Field Interview Module

- ▪ Impounds Module

- ▪ Juveniles

- ▪ Location, Person and Vehicle Data Merge

- ▪ Order of Protection Module

- ▪ Organization Master Information Listing

- ▪ Incident Based Reporting (UCR)

- ▪ Permit/Licensing

- ▪ Personnel

- ▪ Photo Imaging Support

- ▪ Pin Mapping

- ▪ Property Module

- ▪ Reporting

- ▪ Vacant House Module

- ▪ Warrants Module

- ▪ Workflow

  - o The following interfaces are included –

    - ▪ Crossroads Citation Upload

    - ▪ ePolice Reports import

- Tiburon Analytics – Agency Edition (40 sworn users)

  - o Includes Bair CAD and RMS Implementation Services, as designated in Attachment A.3 Tiburon Analytics Statement of Work and Attachment A.4 Tiburon Analytics Translation Process Timeline

Development and approval of Client-specific application-related documentation will occur as follows:

- Tiburon will deliver a baseline specification document, in electronic format for each Tiburon application that will be delivered under this project prior to the development of Client-specific tailoring and configuration parameters.

- As part of the Business Practice Review (BPR) task, Tiburon and the Client will review Client-specific parameters and field tailoring, which Tiburon will document in an Application Tailoring Document (ATD). Tiburon will prepare and deliver the ATD in electronic format to the Client for review and approval.

- The baseline specification document(s) together with the approved ATD(s) will become the blueprint for configuring the Tiburon applications for delivery under this Statement of Work.

Attachment A.1 is an <u>Interface Deliverable List</u>. Tiburon will deliver, in electronic format, a Client-specific version describing the interfaces developed during the Interface BPR and thereafter referred to as the <u>Interface Control Document (ICD)</u>. The ICD will be used for a system integration demonstration of the Tiburon applications.

This migration does not include enhancements, customizations or modifications, including existing changes to the Client's legacy application source code, database layouts, report output column headers, formatting, and interfaces to internal/external databases or systems. Products delivered are Commercial Off The Shelf (COTS) products.

PROJECT MANAGEMENT COMMITMENT

The Client and Tiburon shall each designate a project manager to oversee the project and support the following:

Tiburon Responsibilities:

a. Maintain project communications with the Client's Project Manager.

b. Schedule all Tiburon staff and subcontractor support to ensure project progress and completion in accordance with the project schedule.

c. Conduct status meetings with the Client's Project Manager as required.

d. Provide responses to Client inquiries within ten (10) business days.

e. Prepare and submit a monthly project status report that identifies the activities of the previous month, as well as activities planned for the current month. Following the completion of Project Schedule Task, the monthly status report will include an updated copy of the project schedule. Tiburon will deliver these reports no later than the tenth (10th) calendar day of each month.

Client Responsibilities:

a. Maintain project communications with Tiburon's Project Manager.

b. Coordinate and facilitate all Client staff and third-party (vendors and/or agencies) support to ensure project progress and completion in accordance with the project schedule.

c. Participate in status meetings with Tiburon's Project Manager.

d. Provide written responses to Tiburon inquiries, task completion letters, and document submittals within ten (10) business days.

e. Ensure Tiburon (Cisco) VPN remote access including dedicated high speed (T1 (1.544mb/s) or greater bandwidth). Access to Client servers on Client site(s) must be interactive, including but not limited to PC Anywhere, Remote Desktop, VNC, telnet, secure shell (SSH), and application-level TCP/IP socket connectivity as determined necessary by Tiburon. Access provided to Tiburon must include local administrative control of all servers involved in the Tiburon implementation. In addition, Tiburon requires the ability to dynamically upload/download files to the server(s) without third-party intervention.

f. Ensure that Client confirms completion of all project tasks through signature of the sign off letter presented by the Tiburon Project Manager within ten (10) business days of submittal of such letter, or notify Tiburon in writing why completion sign-off has not been provided.

g. Ensure workspace is available at the Client's project site for Tiburon's Project Manager. This space should include desks, chairs, and electrical connections.

h. Ensure telephones are located at each of the workspaces and adjacent to the central processor for the duration of the project. Tiburon will be responsible for all Tiburon-initiated long-distance charges while on site.

TASK 1   PROJECT INITIATION MEETING

Task Description:

A project initiation meeting will be scheduled on a mutually agreed to date and conducted by Tiburon. The objectives of this event include:

- Client and Tiburon personnel introductions;

- Review project scope;

- Review Client and Tiburon roles and responsibilities;

- Establish a clear chain of communication and authority;

- Review the initial project schedule; and

- Review the process, agenda, and the resource and scheduling requirements for the BPR.

Tiburon Responsibilities:

a. Coordinate with the Client's Project Manager to establish a schedule and agenda for the meeting.

b. Conduct the project initiation meeting.

c. Deliver one (1) complete set of baseline specification documents, in electronic format, for each Tiburon application listed above, as well as the following:

- <u>Introduction to TE</u> – provides an overview of the Tiburon Total Enforcement solution to new end users.
- <u>Working in TE</u> – provides end users with comprehensive "how to" topics detailing steps to take for all Tiburon Total Enforcement procedures not related to administrating and/or maintaining TE.
- <u>Setting up and Maintaining TE</u> – provides end users that have administrative and/or maintenance permissions with comprehensive "how to" topics detailing steps to take for all administrative and maintenance procedures in TE.

Client Responsibilities:

a. Coordinate with Tiburon's Project Manager to establish a schedule and agenda for the meeting.

b. Ensure that all appropriate Client personnel attend and actively participate in the project initiation meeting.

Completion Criteria:

This task is considered complete when:

- The project initiation meeting has been held; and

- Baseline specification documentation for each Tiburon application has been delivered.

Task completion will be confirmed by the Client's signature on the task completion letter provided by Tiburon.

TASK 2   BUSINESS PRACTICE REVIEW(S)

Task Description:

The Business Practice Review (BPR) is a process of evaluating the Client's existing business practices in conjunction with Tiburon application functionality. The Client and Tiburon will meet to review the baseline specification documentation for Tiburon applications, as detailed below –

- CommandCAD BPR – 3 days
- MobileCOM BPR – 1 day
- Total Enforcement RMS BPR – 2 days

The key objectives of these meetings are to promote understanding of system functionality, identify product tailoring or configuration requirements, and to evaluate the integration of existing external interfaces. This process will allow the Client to identify any existing operating policies and/or procedures that may need to be modified to accommodate Tiburon application functionality.

Tiburon and the Client will identify and document all tailoring for each Tiburon application. Application tailoring includes the renaming of agency-specific data elements, as well as defining site-specific parameters (such as the lengths of certain fields, and field formats).

Application tailoring <u>does not include</u> modifications such as to the software source code, database layouts, report output column headers or formatting, or interfaces to internal or external databases or systems. All products included are deliverer as COTS products.

The BPR is a set-up and configuration activity. During this and the implementation phases, the Tiburon Project Manager will work with the Client to identify data sources that can be used to optimize the set up and configuration process.

Tiburon will summarize the information gathered during the BPR regarding Tiburon application tailoring requirements and site specific parameters in an ATD. The ATD will define how the Tiburon application(s) will be tailored for deployment at the Client site.

As a part of the BPR Task, Tiburon and the Client will review and define the parameters for all system interfaces. Those interface parameters will be described in the <u>Interface Control Document (ICD)</u>.

Tiburon Responsibilities:

a. Utilize the baseline specification documents as a guide for demonstration of Tiburon application functionality.

b. Utilize the ICD as a guide for discussion of interface functionality and update ICD if necessary.

c. Document and deliver the ATD(s).

Client Responsibilities:

a. Ensure participation of Client staff with operational, policy, and procedure expertise, and decision-making authority, to analyze business practices in relation to Tiburon application functionality.

b. Provide pertinent information, data, record layouts, documents, and make tailoring decisions for Tiburon applications.

c. Provide pertinent information, record layouts, documents, and connectivity necessary to establish interfaces with all local and remote systems.

    d.   Review the ATD submitted by Tiburon and identify in writing any specific issues found within ten (10) business days.

Completion Criteria:

This task is complete when the Client has approved the ATD. Task completion will be confirmed by the Client's signature on the task completion letter provided by Tiburon. <u>Completion of this task is required before Tiburon can proceed with any further project work in that application area.</u>

TASK 3   HARDWARE INSTALLATION

Task Description:

Tiburon, the Client, and the Client's subcontractor (Athena) will validate the system hardware site topology, configuration and equipment list. Tiburon will then procure hardware as detailed in Attachment A.2 – Project Hardware. The Client's subcontractor (Athena) will install the delivered hardware at the client's facility.

NOTE - Any additional hardware requests that may occur during the project must be added through the execution of a Change Order, or procured and installed by client.

Invoicing of hardware is due upon delivery of hardware at the client facility.

Tiburon Responsibilities:

     a.   Review of the site topology and provide recommendations to client on hardware changes needed to support the upgrade.

     b.   Procure hardware as detailed in Attachment A.2.

Client Responsibilities:

     a.   Upon request, provide information on existing hardware/system software components and terminal networks, as well as projected utilization statistics and other information as may be reasonably required to validate final hardware requirements.

     b.   Ensure that all equipment can be physically delivered to and installed within the equipment room(s), and necessary support systems are in place prior to installation (i.e. power).

     c.   Review and approve the final hardware configuration document within ten (10) business days.

     d.   Install hardware, as detailed in Attachment A.2, at the client facility. Client's subcontractor (Athena) will provide installation services to complete this task.

Completion Criteria:

This task is complete when Tiburon has procured the agreed upon hardware, and the hardware has been delivered to the Client's facility. Task completion will be confirmed by the Client's signature on the task completion letter provided by Tiburon. Invoicing for hardware is due upon delivery of hardware at the Client's facility.

TASK 4   PROJECT SCHEDULE

Task Description:

Finalize the project schedule and define the priorities and inter-dependencies among tasks. Upon the Client's approval, the updated project schedule will supersede the initial project schedule.

Following the approval of the project schedule, any changes to the cutover date must follow the change proposal process, and may result in additional cost to the Client.

Tiburon Responsibilities:

    a.   Work with Client to finalize the project schedule.

    b.   Confirm that all Tiburon tasks in the project schedule can be met.

    c.   Deliver the project schedule document for the Client's review and approval.

Client Responsibilities:

    a.   Work with Tiburon to develop the project schedule.

    b.   Confirm that all Client tasks in the project schedule can be met.

    c.   Review and approve the project schedule within ten (10) business days.

Completion Criteria:

This task is complete upon the Client's written approval of the project schedule. Task completion will be confirmed by the Client's signature on the task completion letter provided by Tiburon.

TASK 5   GEO-DATA FOR COMMANDCAD

Task Description:

Tiburon will implement procedures to support the loading of Client-Supplied Geo-data in the LVS format and will perform the initial conversion and loading. Tiburon will also provide training and documentation on the conversion and loading process. The Client will be responsible for ongoing conversions and loading of updated information using the Tiburon documented procedures.

Tiburon Responsibilities:

a. Obtain from the Client a standard ESRI ArcView shapefile containing the street centerline segments to be supported by the systems proposed. The minimum essential street data for each record include a StreetName field (or fields containing directional prefix, street name, street type, and directional suffix). The street centerline file must also contain, for each segment record in the street centerline file, appropriate ranges for low and high addresses, on both left and right sides, each in its own respective field (Example: From_Left, To_Left; From_Right, To_Right). All map layers must have the same geographic projection.

Note: Each required map layer, and some optional layers, must contain certain required data elements. Other data may be classified as recommended or optional. The usage and benefits of the various data elements is explained in more detail in the accompanying document titled MAVERICK LV-Map Content Requirements.

b. Obtain from Client all polygon boundary ArcView shapefiles for each service to be dispatched plus a City Boundary Layer. Common response boundary layers are: Police and/or Fire and/or EMS, reporting districts (RDs, grids, or atoms). Each service must be contained in a separate map layer which should be drawn as accurately as possible. Each layer must contain the following information, each in its own respective field: ServiceID, Agency, Dispatch Group, Area/Name ID (RD), Response Modifier (if any), and (Community). The City Boundary Layer must contain the City Name and three-letter City Code. All map layers must have the same geographic projection.

Note: Each required map layer, and some optional layers, must contain certain required data elements. Other data may be classified as recommended or optional. The usage and benefits of the various data elements is explained in more detail in the accompanying document titled MAVERICK LV-Map Content Requirements.

c. Use MaverickLVS to convert the collected map layers for system use.

d. Provide the Client with documentation of the conversion/loading process.

e. Provide the Client with information regarding the types of data exceptions that may be detected during data conversion and loading operations that require correction in the Client-provided source data.

f. Provide training to the Client on the use of Maverick MapSetup which is used for the conversion, configuration and distribution of map layers. The Client is responsible for both initial geo-data development and ongoing data maintenance.

Client Responsibilities:

a. Provide ESRI ArcView shapefile for each required layer as described in Paragraphs A and B of Tiburon Responsibilities section above. Layer content requirements are further detailed in the

accompanying document titled MAVERICK LV-Map Content Requirements

Note: Each required map layer, and some optional layers, must contain certain required data elements. Other data may be classified as recommended or optional. The usage and benefits of the various data elements is explained in more detail in the accompanying document titled **MAVERICK LV-Map Content Requirements.**

b. Assume responsibility for both initial geo-data development and ongoing data maintenance.

c. Provide a Map Administrator to act as the point of contact regarding conversion and loading issues.

d. Provide the above-specified ESRI ArcView shapefiles for import into the system via network connection, by compatible tape drive or CD-ROM media.

e. Review the provided documentation to ensure an understanding of the data requirements and usage.

f. Provide all ESRI and associated systems software licenses and workstation equipment necessary for the entry and maintenance of the base geographic information.

g. Provide trained staff to make data additions, deletions, or corrections as necessary in support of geo-data conversion and loading for on-line operations and for continuing geo-data maintenance.

h. Be solely responsible for the content and accuracy of the source map layers and all related data.

Completion Criteria:

This task is complete when the data has been successfully loaded into the system. Data errors in the Client-provided source will not prevent task completion. Task completion will be confirmed by the Client's signature on the task completion letter prepared by Tiburon. Task completion is required before Tiburon can proceed with the Code Table/ System File Training.

TASK 6　　　　INITIAL SYSTEM INSTALLATION

Task Description:

Install system software required on client-provided servers to support software tailoring and demonstration of Tiburon applications.

Tiburon Responsibilities:

a. Install system software required on client-provided servers to support software tailoring and demonstration of Tiburon applications.

b. Deliver the site plan that identifies system characteristics such as network information, system architecture information, and hardware information.

c. Install primary database software.

Client Responsibilities:

a. The Client will procure, inventory, and install the Client-procured hardware configuration and operating systems. The equipment to be installed will be sufficient to support initial software installation, application program tailoring, initial interface development, and testing activities.

b. Provide Tiburon with the server and third-party information necessary for the Tiburon support files.

c. Provide a site adequate for the installation, operation, and maintenance of all computer and workstation equipment.

d. Provide all communication lines, modems, hubs, routers, cabling, and other components necessary for system operation and maintenance that are not provided by Tiburon.

e. Assume responsibility for modifications to furniture as required for workstation operation and maintenance.

f. Assist with the installation and verify operation of interfaces to any Client-provided networks.

g. Provide TCP/IP communications support for any existing networks, workstations, and printers that access Tiburon applications.

h. Install and test all remote workstations and communications equipment.

i. Review and comply with the Tiburon Software License Agreement (SLA).

Completion Criteria:

This task is complete when the initial system installation is completed. Task completion will be confirmed by the Client's signature on the task completion letter provided by Tiburon.

TASK 7   INITIAL DATA CONVERSION

Task Description:

This task involves the extract, conversion, loading, and testing of specified legacy application data into the new application database(s), based upon the approved data conversion plan.

- CommandCAD conversion:

  o Initial extraction, conversion, loading, and testing of the Datawarehouse database; this will be performed at time of deployment

- Total Enforcement RMS conversion:

  o The following TC LawRECORDS v7.5.1 data will be converted and loaded –

TotalCommand RMS Module (Source)	Total Enforcement Module (Destination)
Code Tables	Code Tables
Incident Module	Case Report
Incident Module – Persons Collection	Case Report – Persons Collection
Incident Module – Persons Collection (Arrests Involvement only)	Arrests Module – Persons Collection
ARS Module – User Defined Fields	Case Report – Agency Defined Fields
ARS Module – Narrative	Case Report - Narratives
Pawned Property Module	Property Invoice Module
Property and Evidence Module	Property Invoice Module
Case Management Module	Case Report
Traffic Management Module – Citation	Citation (traffic tickets) Module
Calls For Service Module	Event (Calls for Service/Incident) Module
Field Interview System	Field Interview Module
Incident: Vehicle: Towed Vehicle Info	Case Report – Vehicle Module
UCR California	UCR/eCARS Module
Alpha Module/Juvenile Module (no merges)	Master Person Module
Location Module (merge common addresses)	Master Location Module
Audit Trail (RCS Tab)	Log Lists
Special Flags	Alerts
Warrants Module	Warrants

Client and Tiburon will work together to provide the extracts of the data in a mutually agreed and acceptable format for conversion. Tiburon will create and provide a data conversion plan. There will be an initial data conversion, loading, and testing of the specified legacy application data into the new

application database(s) based upon the approved data conversion plan. Final data conversion of the identified data files **MUST** be completed prior to placing the Tiburon Application in production use.

Limitations of Database Conversion. Tiburon will apply its best efforts to convert the data as identified above. In some cases conversion of all requested data to the new system may not be possible. For example, in the event the source data element does not have an equivalent field in Tiburon Total Enforcement RMS database, that data element will not be converted. Data will be converted as is and will not be changed and/or cleaned during the process.

Tiburon Responsibilities:

a. Meet with the Client to review and generate the data mapping worksheets.

b. Receive and review source data.

c. Generate a data conversion plan and provide recommendations based upon the source data information.

d. Prepare the required conversion software to accept the files from the Client's legacy system and create the necessary Tiburon application data files.

e. Perform the data conversion process to load the test files.

Client Responsibilities:

a. Designate a knowledgeable person to work with the Tiburon Data Conversion Team to map the fields.

b. Prior to the conversion process, purge unnecessary data to ensure that the database or data provided to Tiburon contains only the data that the Client intends Tiburon to convert.

c. Provide Tiburon access to the data to be converted by delivering a copy of the data in ASCII format or providing ODBC access to the data.

d. Tiburon requires Data Dictionary and ERD data definition (record layouts or definitions) documentation for the source data. Tiburon encourages clients to submit all accurate, available documentation to help our engineers understand the source system.

e. Review and approve the data conversion plan within ten (10) business days.

f. Deliver the data to be converted to Tiburon (if different from the data provided in the data conversion planning task).

g. Conduct testing on the initial conversion to review functionality and data results.

h. Review resulting test files, document any problems, and collaborate with Tiburon on a plan for corrective action within ten (10) business days.

Completion Criteria:

This task is complete when Tiburon has converted the initial data. Data correction is not a requirement for completion of this task. Task completion will be confirmed by the Client's signature on the task completion letter provided by Tiburon.

TASK 8   SYSTEM INTERFACES

Task Description:

Install and test the following interfaces as defined in Attachment A.1, Interface Deliverables List.

- CommandCAD Interfaces –
  - State Interface (via AWS)
  - E911 Interface
  - AVL Interface
  - ICMA (view-only CAD interface via DataWarehouse)
- Total Enforcement RMS Interfaces –
  - Citation Upload
  - ePolice Reporting
  - Crossroads Citation

Tiburon Responsibilities:

a. Test interfaces to demonstrate conformance with the ICD(s).

Client Responsibilities:

a. Assume responsibility for any hardware, software licenses, modifications, or additions to any systems not supplied, installed, tested, or licensed by Tiburon.

b. Act as the liaison between the agencies and third-party vendors required to support the interfaces.

c. Provide Tiburon with the physical connections for each interface, to allow Tiburon to test the functionality of each interface in an appropriate environment.

d. If the interfaces are currently in operation, it is the Client's responsibility to disconnect each of the interfaces from the operational environment to facilitate interface testing. Testing may be required more than once during the project to ensure operational readiness.

Completion Criteria:

This task is complete when all interfaces have been demonstrated to function in accordance with the ICD. Delays or unavailability of external systems and/or interfaces not made available to Tiburon shall not delay completion of this task. In those cases where demonstration is delayed through no fault of either the Client or Tiburon, the Client shall authorize the demonstration of the interface function at a later date. Such rescheduling of interface demonstrations shall not delay the scheduled go-live or any subsequent tasks. Task completion will be confirmed by the Client's signature on the task completion letter provided by Tiburon. A separate task completion letter will be generated for interfaces for each Tiburon application.

TASK 9   CODE TABLE AND SYSTEM FILE TRAINING

Task Description:

Tiburon will provide a sample set of test/training files and deliver production data tables. This training **cannot be scheduled** until the geofile has been successfully completed by the Client and is loaded into the application. Tiburon will then train Client staff in the entry of agency-specific data. All training courses will be conducted Monday through Friday between the hours of 0800 and 1700.

Tiburon Responsibilities:

    a.   Provide a sample set of test/training files and deliver production data tables.

    b.   Training will be planned for session duration hours as listed below. If the Client releases the Tiburon trainer prior to the end of the scheduled session, the training shall be considered complete.

    c.   Provide one (1) electronic copy of all training materials for this task no less than ten (10) days prior to training.

    d.   Conduct training courses as outlined below:

Administration/Support Training Sessions	Session Duration (Hours)	Maximum Participants	Number of Sessions
CommandCAD System Administration	8	8	1
CommandCAD File and Table Maintenance	40	8	1
ReformatDESIGNER	16	8	1
CAD Browser Set Up Training	8	8	1
DataWarehouse Reporting (SQL Reports)	16	8	1
MobileCOM System Administrator Training	16	8	1
Total Enforcement RMS Admin Training	32	8	1

Client Responsibilities:

For each of the training courses described above, the Client will:

    a.   Complete entry of agency-specific data (i.e., code tables and parameters).

    b.   Assign personnel with basic Windows software skills to receive training. The number of course attendees shall not exceed the class sizes listed in the tables above.

    c.   Designate appropriate Client staff to receive training.

    d.   Insure there are representatives from each department and/or agency as required or needed to meet the client's needs for the long term maintenance of the application.

    e.   Provide a suitable classroom facility with computer workstation equipment for each participant in the training session and the instructor. The room must be able to be darkened and include a Client-provided projector as well as a whiteboard or equivalent.

    f.   Provide one (1) set of training materials for each student; either hard or soft copy.

    g.   Upon request from Tiburon provide access up to two hours to training facility prior to starting training and up to two hours after training has been completed each day.

Completion Criteria:

This task is complete when Tiburon has conducted the training courses described above. Task completion will be confirmed by the Client's signature on the task completion letter provided by Tiburon. A separate task completion letter will be generated for each Tiburon application.

TASK 10   WORKSTATION INSTALLATION

Task Description:

Implement Tiburon's client software on a pilot set of three (3) client workstations or mobiles. Provide the Client with the software and training to complete installation of all remaining client workstations or mobiles.

Tiburon Responsibilities:

a.   Install and test client software on workstations or mobiles at the Client's location.

b.   With the Client's assistance, install Tiburon's client software on up to three (3) computer desktop workstations or mobiles.

c.   During installation, train Client participants on the installation procedures.

Client Responsibilities:

a.   Install and configure the Tiburon-provided client software on all remaining workstations.

b.   Prior to use, comply with the setting requirements for the software.

c.   Test each workstation to ensure operation by logging in, launching the application, and completing a query, entry, and modification.

Completion Criteria:

This task is complete when Tiburon certifies that the three pilot workstations or mobiles have been installed with attendance of Client staff. The installation, testing, and demonstration of client software operating on more than three (3) is not required for task completion. Task completion will be confirmed by the Client's signature on the task completion letter provided by Tiburon.

TASK 11 APPLICATION SOFTWARE FUNCTIONAL DEMONSTRATION

Task Description:

Tiburon will demonstrate Tiburon application software functionality in accordance with the ATD(s).

Tiburon Responsibilities:

 a. Conduct a functional demonstration of the Tiburon application(s) at the Client facility.

Client Responsibilities:

 a. Provide workstations to support Tiburon's functional demonstration(s).

 b. Witness the functional demonstration(s).

 c. Ensure workstations running Tiburon application(s) are located at each workspace and have access to the following:

- Client's system

- Print services

Completion Criteria:

This task is complete when Tiburon application software functions have been demonstrated to operate in accordance with the ATD(s). Task completion will be confirmed by the Client's signature on the task completion letter provided by Tiburon. A separate task completion letter will be generated for each Tiburon application.

TASK 12   TIBURON APPLICATION TRAINING

Task Description:

Training will be conducted at a Client facility. All training courses will be conducted Monday through Friday between the hours of 0800 and 1700.

Training on the Tiburon applications cannot commence until the application software functional demonstration is complete.

Tiburon Application Training Sessions	Session Duration (Hours)	Maximum Participants	Number of Sessions
CommandCAD Train The Trainer	40	10	1
CommandCAD Supervisor Training	4	6	1
MobileCOM Train the Trainer	4	10	1
Total Enforcement RMS Train the Trainer	40	10	1

Tiburon Responsibilities:

For each of the training courses described above, Tiburon will:

a. Provide training in accordance with a mutually agreed to schedule.

b. Training will be planned for session duration hours as listed above. If the Client releases the Tiburon trainer prior to the end of the scheduled session, the training shall be considered complete.

c. Provide one (1) electronic copy of all training materials for this task no less than ten (10) days prior to training.

Client Responsibilities:

For each of the training courses described above, the Client will:

a. Complete final input (or changes) of agency-specific data (i.e., code tables and parameters).

b. Designate appropriate Client staff to receive training.

c. Insure there are representatives from each department and/or agency as required or needed to meet the client's needs for the long term maintenance of the application.

d. Assign personnel with basic Windows software skills to receive training. Number of course attendees shall not exceed the class sizes listed in the above tables.

e. Provide a suitable classroom facility with computer workstation equipment for each participant in the training session and for the instructor. The room must be able to be darkened and include a Client-provided projector as well as a whiteboard or equivalent.

f. Provide one (1) set of training materials for each student.

     g.   Provide end-user training for all remaining Client personnel in accordance with the project schedule.

Completion Criteria:

This task is complete when Tiburon has provided all of the scheduled training. Task completion will be confirmed by the Client's signature on the task completion letter provided by Tiburon. A separate task completion letter will be generated for each Tiburon application.

TASK 13   SYSTEM INTEGRATION DEMONSTRATION

Task Description:

Demonstrate system interfaces.

Tiburon Responsibilities:

a. Demonstrate system interfaces in accordance with the ICD's.

b. Resolve any discrepancies discovered during the demonstration.

Client Responsibilities:

a. Conduct testing and verify system interfaces.

b. Document any discrepancy in system interfaces discovered during the demonstration.

Completion Criteria:

This task is complete when Tiburon has conducted the interface demonstration. Task completion will be confirmed by the Client's signature on the task completion letter provided by Tiburon. Task completions letters may contain a single interface or multiple interfaces.

TASK 14   FINAL DATA CONVERSION

Task Description:

Final conversion of the Client's data files will be accomplished in accordance with the data conversion plan.

Tiburon Responsibilities:

a.   Receive the Client's final data files and execute the conversion programs in accordance with the approved data conversion plan.

b.   Immediately following final data conversion, Tiburon will notify the Client that the Tiburon application(s) is ready for cutover.

Client Responsibilities:

a.   Correct any problems identified during the initial data conversion task.

b.   Provide Tiburon with the complete set of final data files to be converted.

c.   Review resulting files, document any problems, and collaborate with Tiburon on a plan for corrective action.

Completion Criteria:

This task is complete after Tiburon has delivered the final converted data. In case of errors, this task will be complete upon the Client's approval of a corrective action plan. Task completion will be confirmed by the Client's signature on the task completion letter provided by Tiburon. A separate task completion letter may be generated for each Tiburon application for which data is converted.

TASK 15　　CUTOVER

Task Description:

Tiburon will assist the Client in placing the Tiburon application(s) in operational status and support the Client with onsite staff eight hours per day:

- CommandCAD – 3 days
- Total Enforcement RMS – 3 days

The Client may wish to delay the cutover of specific subsystems or modules, but such delays will not prevent Tiburon from proceeding with subsequent tasks. Tiburon will support the cutover of those subsystems via remote access.

Tiburon Responsibilities:

a. Notify the Client when the Tiburon application(s) is ready for live production status.

b. Monitor the operation of the Tiburon application(s) for up to the above contracted consecutive days. If the Client elects to delay cutover of specific subsystems or modules, Tiburon will support the cutover of those subsystems or modules via remote access.

c. Assist Client staff with utilizing and supporting the system(s).

d. Deliver a current copy of Warranty/Maintenance Support Guidelines document

e. Assist the Client is entering Technical Support Requests (TSRs) and use of the Tiburon Client Technical Support System (TCS) and Client Support Center (CSC)/

Client Responsibilities:

a. Begin operational use of the system(s).

Completion Criteria:

This task is complete when the Tiburon application(s) is placed in live production operation. Task completion will be confirmed by the Client's signature on the task completion letter provided by Tiburon. A separate task completion letter may be generated for each Tiburon application.

ATTACHMENT A.1 INTERFACE CONTROL DOCUMENT

- CommandCAD Interfaces –
    - o State Interface (via AWS)
    - o E911 Interface
    - o AVL Interface
    - o Database views of CAD DataWarehouse to support ICMA

- Total Enforcement RMS Interfaces –
    - o Crossroads Citation Upload

    - o ePolice Reports import

ATTACHMENT A.2 PROJECT HARDWARE

Item	Quantity
PowerEdge R620, Intel Xeon E-26XX v2 Processors (210-ABVQ)	3
• PowerEdge R620 Motherboard, TPM (591-BBBQ)	3
• Intel Ethernet I350 QP 1Gb Server Adapter, Low Profile (430-4442)	3
• iDRAC7 Enterprise (421-5339)	3
• Intel Ethernet I350 QP 1Gb Network Daughter Card (430-4447)	3
• Chassis with up to 4 Hard Drives and Software RAID and 3 PCIe Slots (317-8734)	3
• Bezel-4/8 Drive Chassis (318-1431)	3
• Power Saving Dell Active Power Controller (330-5116)	3
• Diskless Configuration (No RAID, Embedded SATA) (331-4226)	3
• Embedded SATA (341-3933)	3
• Intel Xeon E5-2620 2.00GHz, 15M Cache, 7.2GT/s QPI, Turbo, 6C, 95W, Max Mem 1333MHz (317-9591)	3
• Heat Sink for PowerEdge R620 (331-4762)	3
• Intel Xeon E5-2620 2.00GHz, 15M Cache, 7.2GT/s QPI, Turbo, 6C 95W (317-8455)	3
• DIMM Blanks for Systems with 2 Processors (317-8688)	3
• Heat Sink for PowerEdge R620 (331-4762)	3
• 16GB RDIMM, 1866MT/s, Standard Volt, Dual Rank, x4 Data Width (370-AAWL)	48
• 1866MT/s RDIMMs (370-AAWM)	3
• Performance Optimized (331-4428)	3
• No Hard Drive (341-9160)	3
• Electronic System Documentation and OpenManage DVD Kit (331-4513)	3
• DVD ROM, SATA, Internal (318-1390)	3
• ReadyRails Sliding Rails With Cable Management Arm (331-4765)	3
• Dual, Hot-plug, Redundant Power Supply (1+1), 750W (331-4605)	3
• Power Cord, NEMA 5-15P to C13, 15 amp, wall plug, 10 feet / 3 meter (310-8509)	6
• Internal Dual SD Module (331-4441)	3
• 2GB SD Card For RIPS (342-1627)	3
• 2GB SD Card For RIPS (342-1627)	3
• Enable Redundant SD Cards (468-4612)	3
• No OS, No Utility Partition (421-2869)	3
• No Media Required (421-5736)	3
• 30 days Trial License for Vmware Enterprise Plus (600-BBBC)	3
• VMware ESXi 5.5 U1 Embedded Image on Flash Media (600-BBQB)	3
• Dell Hardware Limited Warranty Plus On Site Service Initial Year (936-1787)	3
• Mission Critical Package: 4-Hour 7x24 On-Site Service with Emergency Dispatch, 2 Year Extended (936-9473)	3
• ProSupport: 7x24 HW / SW Tech Support and Assistance, 3 Year (936-9513)	3
• Dell Hardware Limited Warranty Plus On Site Service Extended Year (939-4668)	3
• MISSION CRITICAL PACKAGE: Enhanced Services, 3 Year (939-4688)	3

Dell Networking N3024, L3 ,24x1GbE, 2xCombo, 2x10GbE SFP+ fixed ports, Stacking, IO to PSU airflow, 1x AC PSU (210-ABOD)	2
• Dell ProSupport Plus. For tech support, visit www.dell.com/prosupport/regionalcontacts (951-2015)	2
• Dell Hardware Limited Warranty Initial Year (966-3309)	2
• Dell Hardware Limited Warranty Extended Year(s) (966-3311)	2
• Lifetime Limited Hardware Warranty with Basic Hardware Service Next Business Day Parts Only on Your Network Switch (966-3319)	2
• ProSupport Plus: Mission Critical 4-Hour 7x24 On-Site Service with Emergency Dispatch, Initial Year (966-3504)	2
• ProSupport Plus: Mission Critical 4-Hour 7x24 On-Site Service with Emergency Dispatch, 2 Year Extended (966-3508)	2
• ProSupport Plus: 7x24 HW/SW Tech Support and Assistance, 3Year (966-3562)	2
• Dell Networking N2000/3000 Series User Guide (343-BBBQ)	2
• Power Cord, 125V, 15A, 10 Feet, NEMA 5-15/C13 (450-AAFH)	2
• Stacking Cable, for Dell Networking N2000 or N3000 series switches (no cross-series stacking), 0.25m (470-AAPS)	2
Dell EqualLogic PS6100X, Ships Fast, Mainstream Performance, 1.2TB 10K SAS Drives (210-ADGL)	1
• SHIP,PS6100,DAO (340-ALZU)	1
• PS6100X, 28.8TB capacity, 10K SAS, 24x 1.2TB (400-ABNC)	1
• Dual Controllers, HA with failover (331-2545)	1
• EqualLogic array may not be returned (468-8817)	1
• Synchronous and Point-in-Time Replication (468-7110)	1
• Snaps/Clones with integration for MS SQL, Exchange, Hyper V and VMware (468-7155)	1
• SAN HQ multi group monitoring software (468-7156)	1
• ReadyRails II Static Rails for 4-post Racks (770-BBCL)	1
• Dell ProSupport Plus. For tech support, visit www.dell.com/prosupport/regionalcontacts (951-2015)	1
• ProSupport Plus: Mission Critical 4-Hour 7x24 On-Site Service with Emergency Dispatch, 2 Year Extended (951-6351)	1
• ProSupport Plus: Mission Critical 4-Hour 7x24 On-Site Service with Emergency Dispatch, Initial Year (951-6355)	1
• ProSupport Plus: 7x24 HW/SW Tech Support and Assistance, 3 Year (951-6367)	1
• EqualLogic Advanced Software Warranty and Service,7x24 Access,3 Year (954-0109)	1
• Dell Hardware Limited Warranty Initial Year (968-2911)	1
• Dell Hardware Limited Warranty Extended Year (968-2912)	1
• Installation and Implementation of EqualLogic Storage Array, up to 4 Hosts (931-0819)	1
• AC Power Supply for 2U arrays, Redundant, 700W (332-1532)	1
• Power Cord, NEMA 5-15P to C13, 15 amp, wall plug, 6 feet / 2 meter (310-9965)	1
• Power Cord, NEMA 5-15P to C13, 15 amp, wall plug, 6 feet / 2 meter (310-9965)	1
• Power Cord, C13 to C14, PDU Style, 12 Amps, 2 meter, Qty 1 (330-3151)	1

• Power Cord, C13 to C14, PDU Style, 12 Amps, 2 meter, Qty 1 (330-3151)	1
Dell Netshelter SX 24U Rack - 600mm Wide x 1070mm Deep (A7545498)	1
Dell Digital KVM Switch DMPU2016 - TAA Compliant (A7546774)	1
Dell USB Server Interface Module - TAA compliant (A7547276)	3
Production SNS vSphere 5 Essentials Plus Kit for 3 years (A7449841)	1
VSPHERE 5 ESS + 3 HOST MAX 2 PROC (A7434461)	1
Dell 18.5 in 1U Rackmount LED KMM Console - English Language Keyboard - TAA Compliant (A7546778)	1
Dell 1U KVM Mounting Bracket (A7485911)	1
APC Basic Rack-Mount PDU - power distribution strip (A7541364)	2
SQL Server 2012 Cores Licensing downgrade to 2008 R2 (2) Cores per order – 16 Cores	16

ATTACHMENT A.3 – TIBURON ANALYTICS STATEMENT OF WORK

<u>Scope Description</u>

This Statement of Work (SOW) defines the principle activities and responsibilities of the Client and Tiburon, Inc. (Tiburon) for the implementation and integration of Tiburon applications and Tiburon's Analytical suite.

<u>Responsibilities</u>

Tiburon Responsibilities

   a.   Provide a dedicated Project Manager.
   b.   Provide project coordination and management for the installation and set-up.
   c.   Provide the necessary support to ensure agencies can review their data effectively.
   d.   Provide direct technical support for all Analytic products to ensure they are fully functional and in use operationally.

Client Responsibilities

   a.   Identify a Project Lead that will work directly with Tiburon. All communications related to the project will include the Project Lead.
   b.   Identify a Technical Lead that will work directly with Tiburon, who will be responsible for ensuring Analytics Support Staff have access to the server location as needed (daily if necessary Monday - Friday) for the duration of the translation process). For scheduled meetings and scheduled access to a Client's systems, it is the responsibility of the Client to ensure they are available to provide the Analytics support personnel the necessary/agreed level of access. Failure to do so will result in delays to the translation process and repeated occurrences may result in additional charges due to project schedule extension and additional resource time needed.

<u>Tasks</u>

1.   Project Initiation - Conduct an initiation call to set expectations, project dates, review Translation Process Timeline (Exhibit 2), establish system access and schedule initial connection.
   o   Tiburon responsibility
      ▪   Arrange and conduct meeting for mutually agreed-to date.
   o   Client responsibility
      ▪   Participate in project initiation call.

2.   Installation – Provide remote installation of software application and integration code.
   o   Tiburon responsibilities
      ▪   Provide system requirements and remote technical assistance in deployment of Analytic software products.
      ▪   Provide Translation worksheet, if needed
      ▪   Configure a data file that includes all necessary data fields for reporting and analysis purposes, if needed for ATACRAIDS/Agency
      ▪   Provide the necessary support to ensure agencies can review their data effectively.
   o   Client responsibilities:
      ▪   Prior to commencing the installation, the agency needs to have completed the following technical support tasks:
         o   **System access/requirements:**

- Identify a computer/server where BAIR's software products will be housed. Ideally this will be on a dedicated machine, but it isn't a prerequisite.
- Verify the latest version of Java is installed on the system. Java is available for download at the following link: www.java.com/getjava/
- Verify the software installed by BAIR will have access to connect to BAIR's servers through Port 80.
- Verify the Windows Task Scheduler service is enabled on the server where BAIR's software products will be housed.
- Supply BAIR Analytics a local administrative login for the duration of the project: *User Name and Password* for the computer where BAIR's software products will be housed.
- Verify BAIR has the ability to download files from the internet (either from www.bairanalytics.com or www.dropbox.com) to the computer where BAIR's software products will be housed.

o **Data provider/source:**
- Total Enforcement RMS
- Total CommandCAD v2.9

o **Data Extraction:**
- For extractions from a data file/data source, provide the permanent file location and name for the source data file.
- A viable/ongoing ODBC connection to the data tables (RMS tables). For extractions from an SQL Server database (RMS or CAD), provide the Data Source Name (DSN), Username and Password.

o **Translation related:**
- MS Access 2000 or newer to be on the computer uploading the data.
- A completed and approved translation worksheet before the start of implementation.
- Complete all lists of codes and literals defining lookups of coded values.
- Download BairUploader.exe from http://www.bairanalytics.com/users/downloads/RAIDS/RAIDS%20Uploader.exe

o **Review and Analysis related:**
- Provide the file location where the translated data will be saved and where CLIENT will access the data for review and for routine analysis.
- The folder where the translated files are saved must have read/write permissions.

o **Provide BAIR the desired historic date range for extraction.**

▪ Upon delivery of the initial translation, the Client will review and provide the translation worksheet highlighting any necessary changes. The document containing amendments/changes is to be delivered, by the dedicated Client's Project Lead to the Tiburon Project Manager within 10 business days of the review commencement for joint review and agreement.

3. Documentation review and delivery
   o Tiburon responsibilities
      ▪ Deliver Analytic user guides in electronic format
   o Client responsibilities:

- Review documentation and provide any feedback within 10 days.

4. Integration Testing of Tiburon Analytics
   o Tiburon responsibilities
     - Notify Customer integration is ready for testing.
     - Support testing efforts by Client.
     - Resolve issues with application/integration code.
   o Client responsibilities
     - Conduct integration testing within 10 days notification.
     - Document any issues and create TSRs for any issues found during testing.
     - Provide testing assistance and feedback during initial testing and configuration.
     - Provide technical resource availability to re-test issues as resolved.
     - Provide acceptance and sign-off after testing of the software has been conducted

5. Training delivery
   o Tiburon responsibilities
     - Schedule training within the project timeline and constraints.
     - Manage delivery of User training (class duration and size limited - guidelines to be provided).
     - ATACRAIDS/Agency Edition Training is completed remotely via webinars and has a standard 1 hour duration.
     - All training is completed during Tiburon's normal business hours of Monday – Friday (0800 – 1700) Client's local time zone.
   o Client responsibilities
     - Provide training facilities with workstations and connectivity to pertinent servers from the training environment.
     - Schedule attendees and ensure participation by pertinent team members.
     - Approve delivery at the end of each training session.

Completion Criteria

This work will be considered complete ten (10) business days after Tiburon has provided the Client with written notification that the Analytical Suite is ready for testing in the test system (future production server), or has been placed into production, whichever comes first. If Client does not confirm completion with a sign off letter presented by the Tiburon project manager within ten (10) business days of submittal of such letter, or otherwise notifies Tiburon in writing why completion sign-off has not been provided any final invoice(s) will be issued and will be payable in accordance with the payment terms herein.

ATTACHMENT A.4 – TIBURON ANALYTICS TRANSLATION PROCESS TIMELINE

1. Client completes Translation Worksheet and Agency Setup Worksheet and delivers to Tiburon Project Manager.
2. Tiburon reviews, approves Translation Worksheet and schedules Kick-Off call with Client.
3. Kick-off Call
4. Client approves Translation Worksheet in order to move forward with the translation exactly as defined in the Translation Worksheet.
5. Tiburon completes the initial translation within fifteen business days, using 3-months of the Clients data for review. (If any connection issues occur not Tiburon related, the scheduled connection does not count as one of the fifteen business days)
6. Tiburon presents the data for review by the Client.
7. Client will confirm they have the data ready for review, after which they will have five business days to review the translation and document any changes required via the Bair Analytics review document. *Client will use Translation Worksheet for review*
   If no changes are necessary, go to step 10.
8. Tiburon will make any necessary adjustments and deliver an automated translation to customer within five business days.
9. Client will have ten business days to review.
10. Upon successful completion of review, BAIR will upload historical data using the agreed translation criteria and provide the full dataset for review by Client.
11. The Client will have two working days to review the larger historic dataset and provide comments to the Tiburon Project Manager.
12. Upon completion of any final changes, based on the historic data, the Client and Tiburon will agree and approve that the Translation Service is complete and that any additional work, not covered by the contract and will be charged at cost.
13. Tiburon will formally notify the Client that the translation/setup for their product is complete and ready to be used operationally.

Post completion of translation

- Modifications made to data translations by persons other than the Analytics Support team will not be covered under maintenance and may cause the support of the translation to be null and void.
- Any additional work on the translation, beyond what was in the contract statement of work, will be agreed via a project Change Order and costs levied accordingly.