STATEMENT OF WORK

City of Alameda, CA

Inform CAD, Inform Mobile, and Inform RMS

VER 1

Document Control

Date	Version	Details/Changes	Author
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1 OVERVIEW

1.1 Statement of Work

This Statement of Work (SOW) defines the services and deliverables that TriTech will be providing in accordance with the terms and conditions of the System Purchase Agreement (the "Agreement") between TriTech Software Systems (TriTech) and City of Alameda ("Client").

The pricing and services for this project include the TriTech rapid implementation methodology requiring the project duration not exceed a period of fourteen (14) months to Go Live. If the project exceeds the expected duration due to client delays, additional services must be purchased.

This project description includes the services and deliverables specified by the Purchase Agreement, including if applicable, TriTech Software and services, Third Party products and services for the implementation of the System and Subsystems specified in the Purchase Agreement (collectively the "Project").

In some cases, the framework of Deliverables documented by this SOW for this Project are further defined through additional documents such as Operational Scenario Documents (OSD); Interface Functional Configuration Documents (IFCD); User and Administrator Documentation, and Training Materials.

The number and type of software licenses, products, or services provided by TriTech or its Subcontractors are specifically listed in the Purchase Agreement and any reference within this document as well as Subcontractors' SOWs (if applicable) does not imply or convey a software, license, or services that are not explicitly listed in the Purchase Agreement.

1.2 Project Implementation Definitions

Unless otherwise defined herein, capitalized terms within this document have the meanings described in the Definitions section of the Purchase Agreement and where applicable Software Support Agreement.

The following terms are included in this document. Since these terms can 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 this Project. The Project Schedule is subject to change at the mutual agreement of TriTech and the Client as further described in this SOW.

- The OSD provides an operational description of a capability or feature within the applicable TriTech solution in sufficient detail that both Client and TriTech team mutually agree to the expected deliverable. The OSD provides the "what", "how," and the information flow (including data flow and data elements, when appropriate) of the capability or feature. The OSD does not provide the technical or internal design of how TriTech's Development team will accomplish the requested feature. An OSD will be provided for each contracted product customization to be developed. Once approved by the Client, the OSD becomes the basis for TriTech's development. Once approved, any further changes requested by the Client to the OSD and/or design may incur additional costs to the Client.

- Standard Interface Functional and Configuration Document (IFCD) defines the functionality of the Standard Interfaces. These documents are standard, published TriTech documents, and are not specific to a Client.

1.3 General Client Responsibilities

In addition to those Client responsibilities stated elsewhere in this SOW, the Client is responsible for:

1) Electrical facilities (e.g., outlets, generator and other electrical infrastructure facilities) required for this project, including necessary maintenance.

2) Cabling (e.g., power, network, interface and other electrical and data transmission lines) required for this project, including necessary maintenance.

3) Network/communications connections (e.g., LAN/WAN, commercial wireless, telephone, VPN, and other voice/data connections), or ongoing network/communications charges associated with installation, operation or support of the proposed system including the establishment and maintenance of security accounts.

4) Configuration and/or programming of network routers, switches and bridges – this includes providing information to TriTech staff on any firewalls within the overall network that the system will operate and necessary port access for the system to operate in accordance with TriTech documentation.

5) The installation, configuration, maintenance (including patch management and upgrades of Microsoft software required by the System.

6) The installation of servers into racks and the connection of such servers to network switches.

7) The assignment of machine names and IP addresses for servers to be utilized by the System. This includes joining the servers to the network and the assignment of security accounts as specified by TriTech documentation.

8) Any hardware and third party software or services necessary for implementing the System that is not listed in the Purchase Agreement as a TriTech Deliverable (not listed as a line item in the Price and Payment section of the Purchase Agreement). This includes workstations, server hardware, network equipment, telephone or TDD equipment, performance test software, Microsoft licenses, Disaster Recovery Software, and services required to extract legacy data and convert into acceptable data formats.

Configuration, maintenance, testing, and supporting the Third Party Systems that the Client operates and which will be interfaced with as a part of this project. This project includes the contracted Interfaces listed in Appendix A - Standard TriTech Interfaces and

9) Appendix B - Custom TriTech Interfaces. The Client is responsible for maintaining and supporting these systems in good working order. The Client is responsible for providing Application Programming Interface (API) documentation to these systems that document the integration process for the level of interface integration defined by TriTech's response to the RFP, as described by TriTech responses to the RFP as well as Interface IFCD and approved OSDs. The Client is also responsible for any cost associated with the development, or configuration of the Third Party System Vendor side of the Interfaces.

10) Consoles, furniture or fixtures as well as any modifications to install equipment used for Systems or Subsystems specified by the Purchase Agreement into existing consoles, furniture, vehicles or existing facilities. Installation of Workstations into consoles, furniture, vehicles or like items, is the responsibility of the Client.

11) Active participation of the appropriate personnel with the necessary background knowledge and availability in the Project implementation meetings and working sessions during the course of the Project. Examples of such implementation sessions are Configuration and Administration Workshop, Training, regular Project meetings, discussion regarding Interfaces, system installation planning, and the like.

12) The provision of Code Files and GIS data as requested by TriTech staff. This information must be provided on a timely basis in order to meet the project timelines. This information will be provided in a format requested by TriTech staff in accordance with TriTech Documentation.

13) The timely review and approval of OSDs, IFCDs, Task Completion Reports (TCR) and/or other project documentation as further defined in this SOW.

14) Provide a facility with the required computer and audio-visual equipment for training.

15) TriTech pricing for this Project assumes that all Client supplied products and services required to support the project will be delivered according to this agreed to Statement of Work, based upon a mutually agreed upon project schedule. This timeline will require a commitment by Client staff to attend project meetings, attend training, and execute action items in a timely fashion. Should the Client find that it is unable to support the agreed to schedule, TriTech reserves the right to execute a mutually agreed to Project Change Order. The Change Order will make the necessary modifications to schedule and/or scope of the project and, if applicable, allow TriTech to recoup any additional costs which may be incurred by TriTech as a result of Client delays.

16) The Client is responsible for providing remote connectivity to TriTech for the purpose of installation, configuration, testing, and troubleshooting of TriTech's applications at the Client site. TriTech's approved remote connectivity methods are described in the System Planning Document.

17) Connect and configure any Third Party hardware (such as Bar Code Scanners, Bar Code Printers, Biometric Fingerprint Scanners, and Signature Pads) to Client workstations, if these services are not explicitly sold in the System Purchase Agreement.

1.4 Project Exclusions

1) TriTech Software Systems provides software applications that it develops. These applications are sold as is and are considered to be "Commercial Off The Shelf" (COTS) software packages. The functionality of these products will be based on TriTech's current design and functionality of these

COTS products, unless otherwise indicated in the Purchase Agreement, or if applicable, TriTech's responses to the RFP.

2) Work, software, services, hardware, Systems, Subsystems, product/software modifications, or any other deliverables not explicitly stated in the Purchase Agreement will not be included in the Project.

3) Any modification to TriTech standard products or customizations to such products that are not explicitly stated in the Purchase Agreement are excluded from the scope of this Project.

4) Changes in scope will only be executed through a mutually agreed upon Change Management Process, as described in the Project Management Plan.

5) TriTech is not responsible for the deficiencies in the Client's internal or contracted network to support remote Inform CAD, Inform RMS, Inform Jail or other Subsystem workstations.

6) TriTech is not responsible for the deficiencies in a Client's internal or contracted network to support some of the extended features of Inform Mobile and Inform Field Based Reporting products due to bandwidth or limitations in wireless coverage.

7) TriTech is not responsible for the removal of the old (legacy) equipment, hardware, furniture, consoles, cabling, as part of the Project implementation unless specifically stated in the Purchase Agreement and this SOW.

8) This project does not include the conversion or importing of any personnel/user data or system codes into the Inform Subsystems unless otherwise included in the Purchase Agreement. It is the Client's responsibility to enter this data into the Inform Subsystem.

9) There are no contracted software modifications.

2 PROJECT DELIVERABLES

2.1 Overview of Project Deliverables

This project will provide a combination of software and services that comprise the System for use by the Client's Public Safety Organization(s). The individual Subsystems to be provided will comprise the overall System. The Purchase Agreement specifies the software licenses included in this Project by the quantity and environment in which licensed. This includes all Server and User Licenses, Standard and Custom Interfaces, as well as other TriTech tools and utilities.

The Purchase Agreement for this project incorporates the following major Subsystems [edit to match the Purchase Agreement]:

1) Inform CAD (Production, Test/Training)

2) Inform Mobile (Production)

3) Inform RMS (Production, Test/Training)

4) Inform CAD Browser

5) Inform CAD GISLink

6) Inform CAD Archive and Reporting Server

7) Inform CAD Routing Server

8) Inform RMS Accident Module

9) Inform RMS Evidence and Barcoding Module

10) System Interfaces as listed in the Appendices to this SOW

Implementation of different components of the Subsystems is performed in a series of interrelated processes. Many processes can be performed concurrently while others are sequential in nature. TriTech has implemented process gates to ensure successful completion of tasks in the optimal order before a subsequent activity begins.

The only reference for the number and type of software licenses is the Purchase Agreement. Any reference within this document to services associated with a specific software product does not imply or convey a software license for products that are not listed in the Purchase Agreement.

2.1.1.1 Standard TriTech Software Deliverables

The functionality provided by Standard TriTech Software Products, including Interfaces (the core TriTech Software and Interfaces without any Modifications) is defined by TriTech Standard documentation such as User and Administration Guides for TriTech's major Subsystems, such as Inform CAD, Mobile, RMS, IQ, and Analytics, and other Standard Software products. Standard Interface Functional and Configuration Documents (IFCD) define the functionality of the Standard Interfaces. These documents are standard, published TriTech documents, and are not specific to a Client.

Standard TriTech Interface Software to be delivered through this Project is identified as software licenses in the Purchase Agreement. The functionality provided by Standard TriTech Interface Software is defined by TriTech IFCDs.

Any Modification to the functionality of Standard TriTech Software within the System, or Subsystems, shall follow the Change Management Process as described in Section 5.2, Change Management Process. The scope of the Modification will be described in an OSD. Release of all Modifications to TriTech's Standard Interfaces will follow Subsystem release cycles (i.e., Inform CAD, Inform RMS, and the like).

2.1.1.2 Contracted Custom Interface Software

Custom Interfaces to be created by TriTech are identified as individual software licenses in the Purchase Agreement. A high level description of the intended functionality and scope is attached as part of

Appendix B - Custom TriTech Interfaces to this SOW. The detailed functional scope of any custom Interface procured through the Purchase Agreement will be defined by an OSD, which will be developed and delivered to the Client during the project.

Any changes in the requirements documented in the System OSDs, post approval of the OSDs are subject to formal Change Order.

3   TRITECH PROJECT ROLES AND RESPONSIBILITY

3.1   Overview

TriTech will appoint a team of specialized personnel that will implement the Project under the direction of TriTech's Project Manager. The team will be multi-disciplinary and the team members may specialize in different products or Subsystems. Team members may be engaged in different phases of the Project as necessary and in some cases are involved in the Project for a limited timeframe.

The descriptions of personnel roles noted below provide an overview of typical Project team members. Other personnel may be involved under the direction of the TriTech Project Manager in order to complete the requirements of the Project.

3.2   TriTech Project Manager

TriTech has appointed a TriTech Project Manager as the principal TriTech contact who will be responsible for managing TriTech's responsibilities related to the implementation of the Project, as described in this SOW and within the scope of the Purchase Agreement.

The Project Manager utilizes a standardized methodology for project implementation, project management, and risk identification and management. TriTech's Project Manager is responsible for Project scheduling and management of TriTech Project personnel and applicable Subcontractor/supplier resources, budget management, identification and management of Project risks, and communication with the Client's Project team. The TriTech Project Manager will be responsible for the collaborative coordination of Client resources in an effort to ensure that avoidable Project delays are minimized.

The Project Manager is involved in the Project beginning with the SOW development and continuing through post Go Live Project closure activities. The Project Manager may be an active participant in many of the milestone events through the course of the Project including Configuration and Administration Workshop and Go Live. The Project Manager will organize a bi-weekly Project status call with the Client and necessary Project team members. Additionally, the Project Manager will provide the Client with a written Project status report on a monthly basis, as further defined in this SOW.

3.3   Systems Engineer

The Systems Engineer is responsible for two primary functions, within the scope of the Project: 1) configuration of Standard TriTech Interfaces (including configuration documentation); and 2) development of software requirements documentation for Custom Interfaces. The Systems Engineer will additionally participate in testing of each of these Subsystems. In some cases, Development Engineers may perform the role of the Systems Engineer for specialized interfaces, particularly for Inform RMS and Inform Jail interfaces.

3.4 Inform Business Analyst

The Inform Business Analyst is responsible for the configuration of the Inform software based on the Client's system requirements, business rules, configuration data, and reporting needs. The Business Analyst will provide consultation services to the Client with regard to the configuration and operation of CAD, Mobile, and RMS. The Inform Business Analyst is also responsible for conducting the workshops and providing consulting support throughout the Project implementation life cycle.

The Business Analyst will be an active participant in many of the milestone events through the course of the Project.

3.5 GIS Analyst

As part of the implementation team, TriTech utilizes a GIS Analyst that specializes in geographical Information technology. The GIS Analyst is responsible for 1) performing an analysis regarding the Client's GIS source data; 2) consultation services regarding converting the GIS source data for use in Inform CAD, Inform Mobile, and Inform RMS; 3) providing training for applicable TriTech GIS tools as included in the Purchase Agreement; 4) preparing the one-time GIS data configuration for the Inform Product Suite.

3.6 Client Installation Services Team

TriTech's Client Installation Services (CIS) team is responsible for installation and integration of TriTech Software onto the system hardware identified for this Project. This team works closely with the Client's staff to coordinate IP and network addressing, security accounts, network connections, and remote access to the System.

This process is described in greater detail in Section 7.2, System Installation of the SOW.

3.7 Technical Services Group

Customer service functions and technical support for the Client's System during the Project is coordinated by the TriTech Project Manager. After Go Live, TriTech's Technical Services Group is responsible for providing on-going support for the Client's System as defined in the Purchase Agreement and the Software Support Agreement.

3.8 Account Manager

The Account Manager is an important resource to the Client throughout the life of their System. The Account Manager will be the primary contact and liaison for non-technical support issues, system changes and billing questions. They provide support for general customer service requests, manage requests for new software and services, and provide assistance with planning technology upgrades post System Go Live.

Having the Account Manager participate as a key Project member provides an enhanced level of continuity for the Client as they continue their relationship with TriTech.

4 RECOMMENDED CLIENT ROLES AND RESPONSIBILITIES

4.1 Overview

Implementation of the Subsystems in a manner that meets the Client's operational needs requires collaboration with the Client's team. In general, the Client's Project team should include staff experienced in the operation and administration of the Client's current public safety technology systems as applicable to the scope of this project. Such teams may include representatives from users to stakeholders. These "subject matter experts" must be engaged through the course of the Project from initiation until live operations, and may be involved in the support and maintenance of the System and Subsystems after Go Live.

The provided role descriptions define specific responsibilities. The Client may elect to create individual positions, combine responsibilities, and/or assign responsibilities within their current organizational structure.   Often, there is overlap with these core responsibilities - therefore, the team can generally be kept to a small group, dependent upon the complexity of the system being implemented and the number of Subsystems.

In addition, it is recommended that the Client, early in the implementation process, identify those persons that will be responsible for the ongoing maintenance of the Client's System to include the technical and business processes. The application Administrators, as well as the System Administrator, are key to the success of the Project. It is paramount that the Client develops this team during the implementation process so that the Client successfully achieves a degree of self-reliance with the understanding of each of the Systems in addition to the generalized technical responsibilities.

4.2 Project Manager

The Client's Project Manager is the principal Client contact who will manage a team of Client Project personnel. The Client's Project Manager manages and coordinates Client's resources responsible for completing assigned Project tasks and activities.

Activities include facilitating Project Schedules and meetings, timely approval and processing of invoices, review and approval of Task Completion Reports ("TCRs"), Project management plans, applicable configuration sheets, OSDs and IFCDs, review of the Project documentation, and management of the Client's staff. Additionally, the Client's Project Manager is responsible for coordinating the efforts, activities, and communications between TriTech and third party vendors that are not TriTech Subcontractors, as well as any deliverables from these vendors to the Project.

4.3 System Administrator

The Client's System Administrator is the individual primarily responsible for managing the technical back-end of the System including Windows, SQL Server, network, hardware, data back-ups and log management. This individual is the primary technical point of contact representing the Client.

As identified in the Purchase Agreement and the Software Support Agreement, following the initial system installation, administration, and support for hardware (including the software operating system) and network

components are the responsibility of the Client. The Client needs to plan for support and maintenance through the development of Client resources, other departments within the Client's organization, or by contracting for such services. The Client should establish procedures for managing warranty service of hardware.

Activities for this position include 1) management of Microsoft Windows Operating System including patches and service packs; 2) management of Microsoft SQL Server including patches and service packs; 3) implementation of software prerequisites (in accordance with TriTech Documentation) on computers as needed for current operations and System upgrades; 4) monitoring, management and maintenance of the Client's network including LANs, WANs, wireless networks, security accounts and support connectivity (in accordance with TriTech Documentation); and 5) hardware maintenance and troubleshooting; file and data back-ups and software and error log management.

Time commitment will vary with the number of computers on the system, the complexity of the network (including the use of a WAN) and the number of personnel to be managed in network access. If the System LAN is connected to the Client's administrative LAN/WAN[1], coordination will be important to avoid problems with the Client's network traffic. Personnel involved in System Administration should attend the applicable TriTech System Administrator Course(s). Where a large team is involved, a core team should attend a System Administrator Course and then the Client's System Administration team should conduct a smaller version of the training for local staff.

4.4 Inform Application Administrator

The Inform Application Administrator(s) will have the responsibilities for the implementation, configuration, and maintenance of the Inform software. This person or persons will be engaged in the implementation of the Inform Software, and will participate in making decisions as it relates to implementing the Inform Software.

The Inform Application Administrator will attend all of the Workshops as purchased throughout the Purchase Agreement. This person should have a comprehensive understanding of the internal structure and workflow of the Client's departmental policies and procedures.

The Inform Application Administrator will be responsible for building and maintaining the Code Files, Templates and Workflows. Additional activities include TriTech software setup, assignment, and management of the agency specific Code Files, Template creation/maintenance, Workflow configurations, evaluation and implementation of version updates, reporting, prioritization, and management of support issues.

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[1] TriTech recommends a dedicated LAN for CAD as documented in the System Planning Document.

4.5 Subject Matter Experts

Input from subject matter experts in all applicable areas (Dispatch, Records, Investigations, Field representatives including Interfaces and external Systems that integrate with TriTech Systems) is essential to successful implementation of the system. The subject matter expert(s) in each area are the individuals who are knowledgeable about the current operational and technical specifications of the system, the data flow between and among different applications, and any limitations associated with each application.

For Standard and Custom Interfaces, subject matter experts may be from the Client Agency, and third party vendors. If the vendors are not TriTech Subcontractors, the Client will be responsible for engaging them in necessary discussions and documentation of the requirements.

The Client should involve a fully dedicated person or persons during the scheduled activities, such as requirements analysis, demonstration of the applications (if applicable), review of requirements documentation, the testing process, and other events that are described in later sections of this SOW. Post implementation, the involvement of the subject matter experts should be limited to maintenance only.

4.6 Application Trainers

A team of trainers is needed for training the Client staff on TriTech Software on an on-going basis. Trainers will be responsible for reading TriTech Software release notes and maintaining an understanding of new and existing features.

The Client should involve a fully dedicated person or persons during scheduled activities such as training sessions. Post implementation, the involvement of the subject matter experts should be limited to maintenance only. These personnel should attend the applicable product specific training courses.

4.7 GIS Analyst

The GIS Analyst is responsible for the mapping components required for the Inform CAD, Inform Mobile, and Inform RMS. Activities include providing the initial GIS files to TriTech for analysis. The GIS Analyst will be responsible for updating the Inform CAD and Inform Mobile Streets data using GIS Link, and working with TriTech's GIS Analyst to implement mapping components for Inform RMS.

During scheduled activities, the Client should have a fully dedicated person or persons. Post implementation workload is based upon the number and type of GIS data edits that will be necessary for the local operations. This person (or group of people) should attend GISLink training.

5 PROJECT CONTROLLING PROCESSES

5.1 Overview

Project Controlling Processes will be established early in the Project life cycle during the Planning Phase. Project Control is the process that includes completing regularly scheduled Project progress meetings and the use of regularly delivered Project progress reports, as well as implementing the processes needed for Change Management. The process begins during the initiation process and concludes at the end of the Project.

As part of the Controlling Processes, TriTech utilizes a series of measurements and management reviews to mitigate the effect of these variances. Checkpoints or milestones are planned into each phase of the Project to measure performance and determine if the Project is ready for the next phase.

Checkpoints are key tasks that act as gates to the next phase of a project. A delay in a milestone may cause a delay in starting or completing subsequent tasks; in effect creating a risk to the overall Project. Therefore, TriTech's Project staff closely monitors checkpoint tasks and milestones and promptly notifies the Project Manager of any delay or failure with a milestone task. Milestone delays on the part of either party will trigger an overall review of Project activities so that risks can be assessed and properly managed. In the event that either party becomes aware of a delay, notification shall be provided to the other party as soon as reasonably possible.

Evaluation of overall Project status at each checkpoint is essential to ensure that the Project is effectively progressing toward completion and that new risks are not being introduced. In many cases, Project activities leading to a checkpoint are interrelated to later scheduled tasks. Success at checkpoints diminishes the risk to the Project going forward.

Incomplete actions at a checkpoint may prompt delays and a rescheduling of the Project. For example, delays in completing or approving Custom Interface OSDs will delay the start and completion of the Interface development work, which may ultimately have an impact on the projected Go Live date. Depending upon the importance of the Deliverable, these kinds of delays can have a cascading effect upon the Project Schedule including training and Go Lives.

As part of the Project controlling process, upon completion of significant milestones and or tasks, TriTech will submit a Task Completion Report ("TCR") to the Client. The TCR serves as a formal tool for the purpose of verifying with the Client that the work has been performed, services rendered, and products delivered according to the requirements specified within the SOW and/or related documents.

TCRs are presented to the Client by TriTech's Project Manager for signature. Some TCRs may trigger a Project payment, in accordance with the payment terms within the Purchase Agreement. Upon execution of a TCR that is tied to a Project payment milestone, the Client will receive an invoice from TriTech's Accounting Department which must be paid based on the terms and conditions of the Purchase Agreement.

The TCR will include the following information:

1. Description of Work performed and products delivered.
2. Comments noting any special circumstances.
3. Product/Service deliverables listing the contract line items that are being recognized as delivered and will be invoiced.

4. Related Payment Terms in accordance with the Purchase Agreement, for contract line items that will be invoiced relative to the TCR.

5.1.1 TriTech Responsibilities

a) TriTech will prepare and submit TCRs for Client's signature upon completion of the applicable task.

b) The TCR will cite the appropriate SOW reference.

c) TCRs that trigger a payment will include the payment amount in accordance with the Purchase Agreement payment schedule.

5.1.2 Client Responsibilities

a) Client will review and approve TCRs within a three (3) business day period from the time of receipt less any challenges to the validity of the report.

b) In the event that Client disagrees with a TCR, Client shall submit to TriTech a written explanation detailing why the Client believes that the subject of the TCR and/or tasks have not been completed in accordance with the Purchase Agreement or this SOW. Such notification from the Client shall be provided to the TriTech Project Manager within three (3) business days of receipt of the TCR.

5.2 Change Management Process

Either party can request changes to the scope of the project at any time. Since a change may affect the price, project deliverables, this SOW, the supporting project schedule, and/or the terms of the Purchase Agreement for this SOW, both parties must approve each change in writing and agree on the impact each change may have on the Purchase Agreement and related attachments.

The purpose of the Change Management Process is to manage any significant changes to the Project as described in this SOW or related documents as referenced within the SOW. These changes may include, but are not limited to a modification to Project scope, Standard or Custom products' functionality, TriTech and Client's identified roles and responsibilities, Project payment terms, and modifications to the scope or delivery location of services within the Project. All significant changes must be documented through the Change Management Process. The type of documentation needed will depend on the nature and significance of the change.

A Project Change Order will be the vehicle for communicating and approval of the changes. Whether initiated by the Client or TriTech, all Change Orders will be documented by the TriTech Project Manager. The Change Order shall describe the requested change, the party requesting the change, and the effect the change will have on the project, including the price, project deliverables, this SOW, the supporting project schedule, and/or the terms of the Purchase Agreement for this SOW.

All Change Orders must go through the TriTech's internal approval process before they can be presented to the Client for review and approval. Once the Change Order is generated, the Client Project Manager and TriTech Project Manager will review the proposed change and communicate as necessary to answer any questions, and/or work to resolve any issues preventing acceptance of the Change Order by both parties. Upon the approval by both parties the Change Order will be authorized for implementation.

The creation of some Change Orders may, depending upon the scope of the requested change, require fees in order for TriTech to properly investigate and scope of the requested change. If additional fees are required by

TriTech to create a Change Order, those fees will be identified and communicated to the Client Project Manager prior to TriTech's investigation of the requested change. In such situations, TriTech will only proceed with the investigation required to create the Change Order if the Client has agreed to pay the additional fees associated with creation of the Change Order.

Additional deliverables or Project deletions in terms of Software and services will require a mutually agreed upon Change Order. It must be noted that the later in the Project that a change is requested, the greater the likely impact in terms of costs, risks, and timescale. It is recommended that the Client not delay any review activity as it is a best practice to discover potential changes as early as possible. In some cases, it may be more appropriate to plan modifications for post Go Live delivery.

5.2.1 TriTech Responsibilities

a) Change Orders will be prepared for submission to the Client when required.

b) Where Project changes require Engineering-level modifications, TriTech will perform requirements capture necessary to prepare required documentation including a high level description of the change for Client review and approval.

c) Where Project changes require Engineering-level modifications, Client will be informed of the delivery mechanism (version and schedule).

5.2.2 Client Responsibilities

a) When applicable, the Client will identify the services or deliverables that will be subject to a Change Order, per the Purchase Agreement between both parties.

b) When applicable, the Client will identify changes to features or functionality related to CAD, Mobile, RMS, Jail, Interfaces, or any other Subsystems that will require a change order. This process may also include participation with the requirements process.

c) Client will approve and process Change Orders in a timely manner.

5.3 Project Reporting

TriTech will provide Monthly Status Reports advising the Client Project Manager and key Client Project Stakeholders of the progress and status of project activities. This report will include the significant accomplishments, planned activities, issues, and potential risks associated with TriTech and TriTech's Subcontractors' Deliverables. The Project Status Reports will include the following:

a) Accomplishments during the Reporting Period.

b) Planned upcoming activities.

c) Issues.

d) Risks.

e) Key Action Items.

In addition, the TriTech Project Manager will hold bi-weekly status meetings/conference calls to update the Client on the status of the Project and key action items and deliverables.

During the course of the Project, an Action Item Document will be created to document Project issues and action items. These documents s are generally product specific and are used by the Project Manager and other team members to facilitate successful Project completion. Action Item Document's are reviewed with the Client during bi-weekly Project status calls through the course of the Project. The Project Manager is responsible for periodically providing copies of updated Action Item Document.

TriTech will provide an updated Project Schedule advising the Client Project Manager of the progress of project activities. The Project Schedule may be lacking the detailed tasks for the Client team, and the Client may add such tasks, owners, and durations to the Project in collaboration with TriTech Project Manager. The Project Schedule will consist of the following:

a) Major Tasks.

b) Task Responsibility.

c) Task Duration.

d) Major Milestones.

e) Tasks Completed.

f) Tasks in Progress.

5.3.1 TriTech Responsibilities

a) Provide a written report of Project status once a month.

b) Track issues and action items to closure through product specific Action Item Document. The Client will be periodically provided with updated copies of the Action Item Document.

c) Conduct status meetings/conference calls every two weeks.

d) Maintain an up-to-date Project Schedule.

5.3.2 Client Responsibilities

a) Review the written report of Project status and provide feedback within three (3) business days in order to ensure that the documentation is correct.

b) Participate in Project status meetings.

c) Ensure participation of personnel in tasks and meetings.

5.4 Document Review

In the course of the Project, TriTech will deliver several documents to the Client for review. These documents will include but are not limited to the Project Schedule, Trip Reports, OSD, and Interface Requirement Documents for the Project. Approved documents are returned to the TriTech Project Manager. All documents will be provided in electronic (soft copy). If Client desires printed (hard copy) documentation, it is their responsibility to print and bind the desire copies. The TriTech Project Manager will retain a copy and provide Client with a copy.

Should the Client find any document unacceptable, the Client must provide specific reasons in writing to the TriTech Project Manager. TriTech can then assess any required corrective measures and make revisions or modifications to provide acceptable documents within a mutually satisfactory timeframe.

Status Reports are not subject to approval.

In order to ensure compliance with the Project Implementation Schedule, the Client is responsible for the review of such documents and providing any comments to TriTech within three (3) business days.

5.4.1.1 Documents Subject to Client Approval

a) Change Orders

b) Operational Scenario Documents (OSD)

c) Task Completion Reports (TCR)

5.4.1.2 Documents Subject to Client Review not Requiring Approval

a) Project Schedule

  Note: The Project Schedule and any changes hereto are to be mutually agreed upon between the Client and TriTech.

b) Project Status Reports

c) Trip Reports

d) Action Item Documents

e) Interface Functional and Configuration Documents (IFCD)

5.4.2 TriTech Responsibilities

a) Distribute the documents to the Client.

b) Coordinate the process to consolidate comments and edit documents.

c) Manage the signoff process for applicable documents and the distribution of originals to the Client and TriTech for filing.

5.4.3 Client Responsibilities

a) Review the documents presented and provide the appropriate information back to TriTech within three (3) business days for configuration sheets, Change Orders and/or Sales Orders.

b) Review the documents presented and provide the appropriate information back to TriTech within five (5) business days for requirements documents defined above. Unless unanticipated changes to the Project Schedule would warrant a shortened turn around.

5.5 Third Party Management

TriTech will be responsible for the management of third parties that have been identified as Subcontractors or executed Change Orders to the Purchase Agreement. The identified TriTech Subcontractors under the Contract are the following:

1. There are no Subcontractors for this project

As part of the Subcontractor agreement, all communications between those third parties and the Client will be managed by TriTech. Any communication directly between the Client and third parties that may require or imply the promise of a material change in scope or responsibilities will not be acknowledged by TriTech unless an appropriate Change Order has been prepared.

Conversely, the Client will be responsible for the management of third parties that TriTech is not responsible for. The Client will be responsible for the facilitation of discussions and the acquisition of materials from those third parties that are necessary for the configuration and development of the Client's System.

5.5.1 TriTech Responsibilities

a) Assume responsibility for third parties that are the responsibility of TriTech within the terms of the Purchase Agreement between TriTech and the Client.

b) Process any Change Orders that may arise from a material change in scope where third parties are concerned.

c) Inform the Client when configuration and or programming will require interaction and/or documentation from a third party which is not the responsibility of TriTech under the Purchase Agreement between TriTech and the Client.

5.5.2 Client Responsibilities

a) Work directly through TriTech with regard to third parties that are the responsibility of TriTech.

b) Review, sign and process any Change Orders that may arise from a material change in scope where third parties are concerned.

c) Facilitate interaction between TriTech and third parties not the responsibility of TriTech to include conference calls, answers to questions and documentation as requested.

6 PROJECT INITIATION AND PLANNING

6.1 Overview

Project Initiation and Planning involves gathering the necessary Project specific information in order to produce a Project Schedule. Project Planning consists of those processes designated to establish when and how the Project will be implemented while further elaborating on Project Deliverables. Most of the information exchange between the Client and TriTech during this process is at a high level and consists of interaction between both Project Managers and a small group of Project stakeholders.

Major Deliverables for the Project Planning phase are the specific Project Management Plans, and a baseline Project Schedule.

The project must be managed in a manner that will allow for the adjusting the Project Management Plan and Project Schedule to address the circumstances that affect a project during Project Execution. As a result of these changes during the Project life cycle, Project Planning will overlap each subsequent process during the Project. Typically, Project Planning tasks will decrease in frequency as checkpoints are successfully completed and as the Project nears Go Live and Project completion.

> **Note**: The Project Schedule is a living document, subject to change during the course of the Project due to several factors such as change in Project scope, scheduling conflicts, delay in approving project documents, resource availability, etc. All changes to the Project Schedule will be discussed between both parties and will be incorporated within a published schedule upon approval from the Client and TriTech.

6.1.1 TriTech Responsibilities

a) Assign a Project Manager to the Project to participate in Initiation phase activities.

b) Produce required documentation to support Initiation activities (such as Standard IFCDs, System Planning Document, etc.)

c) Review and finalize the SOW with the Client.

d) Identify and engage the TriTech Project team responsible for carrying out Project Execution.

e) Baseline the Project Schedule.

f) Prepare and submit the TCRs for the project schedule baseline.

g) Develop and submit invoice for payment due at execution of the Purchase Agreement.

6.1.1.1 Client Responsibilities

a) Assign a Project Manager for the Project to participate in Initiation phase activities.

b) Identify and engage the Client's Project team.

c) Review and comment on the Project Schedule.

d) Review and comment on TriTech provided documentation to support Initiation activities.

e) Finalize and approve the SOW with TriTech.

f) Approve the TCRs within 3 business days.

6.1.2   Project Kick Off

During the planning phase, the TriTech Project Manager will hold a remote Kick-Off meeting with the Client's Project team. During the Kick-Off meeting, the TriTech Project Manager will provide an overview of the following:

1. The TriTech Execution Process.
2. A high level description of Project Deliverables.
3. Roles and responsibilities for the Project team members.
4. A high level review of the preliminary Project Schedule including projected Project milestones and checkpoints.
5. Review any project related questions from the Client's team.

6.1.2.1 TriTech Responsibilities

a) Prepare the agenda and set a date for the Kick-Off that is convenient to the Client and TriTech Team.

b) Distribute any documents that the Client should review in advance of the Kick-Off meeting.

c) Conduct the Kick-Off meeting.

6.1.2.2 Client Responsibilities

a) Work with the TriTech Project Manager to facilitate scheduling a date for the Kick-Off meeting.

b) Schedule the appropriate personnel from the Client's team to attend. This should also include key stakeholders that may not participate routinely in Project operations, but who have authority or responsibility over the Project.

c) Provide adequate accommodations to include adequate internet connectivity for a Web Meeting, seating, audio-visual equipment including a projector(s), screen, and whiteboard.

7 PROJECT EXECUTION

7.1 Overview

Project Execution focuses on the development and delivery of Project Deliverables. Processes will be iterative and consist of: 1) a review of Deliverable documents; 2) Development, configuration, Installation and testing of software and hardware deliverables, and 3) Delivery of Project related services such as Project related training. These processes are iterative in nature with a number of checkpoints to evaluate Project progress and where applicable, to initiate Change Management processes. Each Deliverable has a closing process which consists of specific completion criteria. These Deliverable closing processes are independent from the closing process of the Project.

7.2 System Installation

System installation is one of the early processes in the Project implementation phase, and has a great impact on and critical dependency on a number of key activities. All tasks and activities related to System Installation are included in this section and will occur in the order presented. Note that other project activities can occur concurrently or between these steps.

7.2.1   Review Hardware Specifications

TriTech and Client will review the specifications to ensure that the correct hardware and third software components are procured and installed. TriTech will only be responsible for procurement of the hardware and third party software that is explicitly listed under the Agreement as TriTech Deliverables or Deliverables of TriTech's Subcontractors.

7.2.1.1 TriTech Responsibilities

1) Provide hardware and Third Party specifications to Client.

7.2.1.2 Client Responsibilities

1) Review and validate hardware and Third Party specifications.

7.2.2   Hardware and Equipment Procurement Process

TriTech and Client will procure hardware, third party software, and equipment per TriTech's recommended Specifications. TriTech is only responsible for procurement of the hardware and third party software that is identified as TriTech Deliverables in the Purchase Agreement.

If the hardware and third party software is procured by the Client, it is the Client's responsibility to procure the required equipment based on TriTech approved specifications, and to ensure the timely delivery of the hardware and third party software to the site to allow timely implementation of the System and Subsystems.

Where the Client is responsible for procuring the server hardware, the Client will be responsible for completing the following steps:

1) Fully configuring the servers with memory and disks.
2) Loading Microsoft Windows or VMware.
3) Partitioning disk drives partitioned and the implementing applicable Raid level based upon TriTech documentation.
4) Assigning the computer name and IP address based upon TriTech documentation.

7.2.3   Hardware Staging and Preparation for Installation

The Client will be performing basic server integration for all servers. Basic server integration includes placing the servers in the racks, joining them to the existing domain, with the Domain Controller in place, running the TriTech pre-requisite DVD on Inform CAD and Inform Mobile servers, and establishing remote connectivity capability (VPN and Remote Desktop) for authorized TriTech personnel to perform configuration. These activities will be coordinated between TriTech and the Client IT staff. Guidance will be provided by TriTech's Client Installation Services (CIS) team as required. If the Client is not willing to complete the basic server integration, this task may be performed by TriTech or TriTech's Subcontractors at additional cost.

In order to start configuration, the Client must provide remote connectivity to TriTech. The Client must also provide the server names, IP addresses, Administrator Account Information (User Name, Password), Services Account Information, and the location of 3rd Party Software media (such as SQL). An Installation Service Request (ISR) will be provided to the Client that organizes this information in to the TriTech preferred format. The Client is responsible for providing the completed ISR to TriTech no later than two (2) weeks prior to the installation activities.

The Client is responsible for ensuring that the site is prepared and ready for the installation of hardware, third party software, and TriTech software as detailed in TriTech's documentation including the System Planning Document no later than two (2) weeks prior to the scheduled Installation date. Delay in providing this information in its complete form will result in a delay in the Installation and the activities that follow installation of the System.

At least one (1) week prior to installation, a member of the TriTech CIS team will verify: (1) connectivity to the Client site via VPN, (2) connectivity to each of the servers, and (3) access to all required security accounts.

If the servers, accounts and connectivity are not ready the Project may be rescheduled, which may have an impact on the overall Project timelines.

7.2.4   TriTech Responsibilities

a) Provide the System Planning Document.

b) Facilitate a hardware review prior to hardware/OS procurement.

c) Procure equipment and third party software if included in the Purchase Agreement as a TriTech deliverable.

d) Provide guidance and assistance as necessary if the system equipment is procured by the Client.

e) Distribute the Installation Service Request (ISR) document to the Client.

f) Assist the Client in completing the ISR.

g) Assist the Client with the preparation of a network diagram.

h) Review the completed ISR prior to the installation.

i) Test the remote connectivity to the site prior to installation of the hardware and software.

j) Install the Microsoft SQL software.

k) Prepare and submit a TCR for Client review and approval upon completion of these activities.

7.2.4.1 Client Responsibilities

a) Complete the Installation Service Request (ISR) document and provide to TriTech.

b) Prepare a network diagram and provide to TriTech.

c) Perform site preparation, as specified in the System Planning Document and ISR.

d) Assign the computer name(s) and IP address(es) based upon TriTech documentation.

e) Establish remote connectivity capability (VPN and Remote Desktop) for authorized TriTech personnel to perform software installation and configuration.

f) Run TriTech Pre-Requisite DVD on all applicable Inform servers prior to any installation work being performed.

g) Provide all horizontal and vertical cable runs, pathways, coring, access points, floor cutting or drilling, and related tasks related to cable and equipment installation.

h) Provide all Client-supplied telephone, external interface connection points, electrical power and other receptacles within manufacturer recommended distance of the equipment and all peripheral components.

i) Provide and install all data communication lines, modems, hubs and routers, cabling, equipment and other components necessary for system operation and maintenance and for remote sites and connection to other systems. All lines will be clearly identified and tested.

j) Provide TCP/IP communications and connection to the hub equipment provided in support for any existing networks, workstations and printers that are to have access to the TriTech applications.

k) Obtain all necessary IP addresses and schemes.

l) Allow remote access to TriTech to all development and system "root" accounts on all servers running TriTech licensed Software.

m) Procure equipment and third party software if it is the responsibility of the Client according to the Purchase Agreement.

n) Install operating system software for Client procured hardware unless the service is specified as a TriTech responsibility in the Purchase Agreement.

o) Perform basic server integration including, but not limited to:

　i.　Installation of servers in applicable racks.

　ii.　Joining servers to the existing domain with the domain controller in place.

　iii. If applicable, install and setup of the VM environment.

p) Provide TriTech with all necessary configuration documentation which includes machine naming, IP addresses, Administrator Account information, Service(s) Account information, naming convention, and connectivity as prescribed.

q) Provide TriTech with a high level network diagram. The diagram should be provided prior to TriTech Software installation.

r) Install all peripheral equipment, including scanners, printers, barcode readers, etc.

s) Approve the applicable TCR.

7.2.5　Basic Server preparation and Network Services

Performing the services listed in this section is a responsibility of the Client. If these services are explicitly included in the Purchase Agreement, TriTech or a TriTech Subcontractor will implement 3rd party software and/or hardware solutions based upon the following task list. These solutions can include but is not limited to, SAN, Citrix, VMware, and Domain Controller configurations. These services can be performed on site or remotely via a VPN connection. These services will be performed at additional cost to the Client and are not included in TriTech's standard installation services.

7.2.5.1　Client Responsibilities

a) Provide the facility suitable to house Server hardware and network infrastructure.

b) Have a member of the Client's IT staff available while software/network configuration is being performed.

a) When deploying a SAN, configure the applicable RAID configuration, create the LUN(s) and present them to the physical or virtual servers.

b) If the VM servers are not procured through TriTech, the Client is responsible for building individual servers.

c) When deploying a VMware solution, install the VMware operating system, connect physical host servers to a SAN if applicable, configure vCenter, create a VM Template for Interfaces and business servers, and configure vMotion and High Availability (HA) if applicable. The Client is also responsible for building individual VM servers.

d) If required, deploy the Domain Controller by adding the member server to an existing Domain or create a new Domain, promote the member server to Domain Controller, enable and configure DNS, enable and configure DHCP if required.

e) Create domain account(s) for TriTech's remote support connectivity and access so that TriTech can assist Client with installation and ongoing maintenance

f) Perform all necessary network configurations, to include but not limited to determining the network design routing protocols, subnet mask, redundancy, router and switch configuration.

g) Create Networking/Server documentation to illustrate intended configuration.

> **Note:** VMware, vMotion and HA require a SAN or a way to present shared storage to the physical host servers in a VMware virtual farm.
>
> **Note:** Network and Server security are always a responsibility of the client.

7.2.6 System Installation

Once TriTech and the Client have prepared the site based on TriTech documentation, to include the System Planning Document and the applicable ISR form is completed, a TriTech Client Installation Services specialist will perform the TriTech installation services.

These services will be performed remotely, unless otherwise specified in the Purchase Agreement, and include installation of the contracted TriTech Software products on the quantity of servers and workstations as specified in the Purchase Agreement.

These installation activities will be coordinated between TriTech and the Client.

> **Note 1:** All SQL server licenses will be installed by TriTech. The Client is responsible for making the media and license keys available to TriTech for the installation.

> **Note 2:** The Installation services for different components of the System may be performed at different times, based on the implementation and deployment timelines for each Subsystem.

Note 3: The scope of installation services and the number of servers and workstations to be installed and configured by TriTech is limited to the servers and workstations that have been explicitly listed in the Purchase Agreement. If the Client has been granted Site Licensing for selected TriTech Software, TriTech is only responsible for the initial installation services, and installation of additional servers will be subject to additional charges.

Note 4: If Client does not follow the processes and procedures detailed in the TriTech System Planning Document and this results in a need for reinstallation of the hardware or software, the reinstallation effort will be performed at additional cost to the Client.

Note 5: At TriTech's discretion, TriTech may perform installation activities for certain components of the system on-site.

The following pre-requisites must be in place prior to the start of TriTech Software installation:

a) Site preparation is complete as outlined in the sections above.

b) Hardware has been installed at Client site.

c) Client has provided TriTech with remote connectivity to all applicable servers.

d) Client had provided TriTech all relevant documentation as outlined in the sections above to include licensing keys, IP addresses, username/passwords, and the completed ISR.

7.2.6.1 TriTech Responsibilities

a) Install and configure Microsoft SQL to operate with each of the applicable TriTech product(s).

b) Configure the System servers in the applicable environments (Production, Test, Training, and Disaster Backup environments, if provisioned by the Purchase Agreement).

c) Install and configure the applicable TriTech system(s), such as Inform CAD, Inform RMS, and Inform Mobile on the designated servers and applicable environments as specified in the Purchase Agreement.

d) Provide verbal support to the Client with self-installation procedures for the workstations using the TriTech provided Prerequisite Installation DVD and applicable Launch configurations.

e) If applicable, create data dumps for Microsoft SQL database backups (as a backup for Inform RMS databases).

f) After completion of the initial installation and configuration of each major System (such as Inform CAD, Inform RMS, and Inform Jail servers), a member of Technical Services team provides a technical hand-off to designated staff from the Client's information Technology team via a conference call. The following major topics will be discussed during this technical hand-off:

    i. Proper procedures for performing System Backups:

        o File Structure – Inclusions and exclusions

        o Databases

     o Moving Backups to media

  ii.   Proper procedures for refreshing Test/Training system (and related documentation)

  iii.   Approved configuration and use of Virus Scan software

  iv.   Approved procedure for application of Windows updates

  v.   System Upgrade process and procedures

  vi.   Support Website and TriTech list server access

  vii.   Managing/Reviewing system logs (CAD, SQL and Event Logs)

g) Prepare and submit a TCR upon completion of the installation tasks and activities.

7.2.6.2 Client Responsibilities

a) Allocate appropriate onsite Project personnel to support TriTech personnel during configuration tasks as necessary and designate a primary point of contact to be available to address and answer questions that arise during the installation of the baseline application software. Appropriate Client personnel include the necessary IT personnel and database administrator(s) as needed during installation.

b) Complete the configuration of workstations (after the installation of the limited number of workstations by TriTech) using the Prerequisite Installation DVD and applicable Launch configurations.

c) Put in place TriTech's recommended backup procedures as outlined in the System Planning Document and ensure backup procedures are consistently follow beginning at the completion of this task.

d) Install and configure virus scanning software as outlined in the System Planning Document.

e) Provide Web Security Certificates for all TriTech web-enabled applications that require a certificate.

f) After completion of the initial installation and configuration of System servers, the Client will be responsible for maintaining the System based on TriTech System Document, and the technical hand-off from TriTech Technical Services department. Specifically, the Client's IT staff is responsible completing the following activates related to Inform Subsystem servers:

   o Updating Training/Test Systems with fresh data (from Production) as needed

   o Continued updating and monitoring of virus scan software

   o Application of Windows updates

   o Following the procedures for System Upgrade

   o Managing/Reviewing system logs (SQL and Event Logs)

   o Management of Microsoft and other Third Party Software include patch applications and upgrades as needed for new Subsystem versions.

   o Deployment and use of the Prerequisite Installation DVD for Subsystem upgrades as required.

g) Review and approve the applicable TCRs.

7.3 Implementation of Inform CAD

Inform CAD is implemented through a series of standard steps and process gates. These steps are designed to ensure that the operational needs of the Client are identified, the configurations are verified, and the system is tested to validate the proper functionality of the system prior to deployment. The following sections describe the implementation process for Inform CAD.

7.3.1 Inform CAD Initial CAD Configuration and Setup

Following project kickoff, the TriTech Project Manager will schedule a number of two (2) hour remote configuration and consultation sessions with the customer to have the TriTech Business Analyst (BA) present the System Module Setup worksheet (SMS) and review each section. This worksheet provides a tool for the base building blocks of CAD to be compiled and validated. Once the SMS is complete, the BA will use the information to build the basis of the CAD system in preparation for the complete system buildout by the customer team.

The contract provides a quantity of three (3) Inform CAD two (2) Hour Remote Configuration and Consultation sessions.

Some key discovery points during the Initial CAD Configuration and Setup are as follows:

a) Work Flow – Understanding the setup for work flow from first receipt of an incident through incident completion.

b) Agency Type Setup – The segmentation of operational processes including incidents, units, and call-taker/dispatcher roles and responsibilities.

c) Review reporting requirements (geographic reporting segmentation).

d) Event numbering (Incidents) including master incident numbers, response numbers and case numbers.

Based on the key discovery points during this session, it is necessary that the attendees include individuals who can properly address these key points and make configuration decisions.

7.3.1.1 TriTech Responsibilities

a) Schedule the Remote Configuration and Consultation calls in accordance with the Client's availability and the Project Schedule.

b) Conduct the meetings based on the distributed agenda.

c) Send the System Module Setup worksheet (SMS) and other reference material to the Client.

d) Document and assign owners and due dates to any action items and track all action items to closure.

e) Document any gaps between the standard functionality of the System and functionality required by the Purchase Agreement for further analysis and discussion and/or facilitate the change control process. Client requested changes that are beyond the scope of the Purchase Agreement will be evaluated at this phase and will include the assessment of any potential impact to the Project Schedule as well as additional project charges to be paid by the Client.

f) Perform a preliminary Code File build of the Client's Inform CAD System at TriTech.

g) Facilitate updates to the System Module Setup (SMS) building sheet.

h) Prepare and submit a TCR upon completion of relevant activities.

7.3.1.2 Client Responsibilities

a) Ensure participation of key stakeholders and decision-makers in the Initial CAD Configuration process and Remote Configuration and Consultation sessions.

a) Provide subject matter experts that can explain the communication center's current call flow and agency structure. These persons should have the ability to make decisions regarding any changes in workflow that may arise through the use of the new Inform CAD System.

b) Provide subject matter experts with the ability to gather and provide the data elements used to build Code Files to TriTech.

c) Provide subject matter experts that will be able to explain the agency's geopolitical/operational boundaries. This person (or persons) should be able to articulate the specific response requirements that will be built within CAD response plans.

d) Provide subject matter experts that will be the CAD super users, as well as a person or persons that will be responsible for the ongoing maintenance of the CAD Code Files and configuration (CAD Administrator).

e) Provide subject matter experts that will be responsible for translating the geopolitical/operational boundaries into data (ESRI shape files) suitable for use within the CAD.

f) Provide subject matter experts that will be responsible for the maintenance of the agency's street centerline data.

g) Provide subject matter experts that can provide information on technical Systems (Interfaces and Hardware/Network) or field-related functions (Inform Mobile or other mobile systems, station alerting and the like).

h) Review and approve applicable TCRs.

7.3.2   Inform CAD Configuration and Administration Workshop

Once the initial Code File and configuration phase is complete, CAD is installed at the Client site, and the initial GIS map conversion is complete, a Configuration and Administration Workshop is conducted. This working meeting includes a review of the preliminary Code Files and configuration, a review of imported GIS data, and hands-on training on software utilities for completing the Code File build and on-going Code File management. The Configuration and Administration Workshop will be four (4) days, and will be held at the Client's facilities using the Client's system hardware after it has been configured by TriTech.

Client will be responsible for supplying the requested data to TriTech no later than four (4) weeks prior to Configuration and Administration Workshop to allow sufficient configuration time. The data will be requested as a follow up to the Initial CAD Configuration and setup.

It is also required that the Client's centerline conversion be completed no later than four (4) weeks prior to the Configuration and Administration Workshop. In order to meet this deadline, all GIS data must be delivered to TriTech in required format per the agreed upon schedule. Any delays will result in a cascading effect on the project timelines.

Participants include key members of TriTech's implementation team and should not generally exceed ten (10) core members of the Client's implementation team. The Client's team should include representatives of dispatch, field operations and administration (reporting). At the conclusion of the session, a trip report is

produced which documents the core software configuration, Code Files, and activities to be completed by the Client. Any issue that is determined to be outside the scope of this Project, as defined herein, requiring a modification or enhancement to the TriTech Software will be addressed through the Change Control process.

Following the Configuration and Administration Workshop, ownership of Code Files transfers to the Client. The Client will enter the balance of the Code Files (not built by TriTech). These are typically geo-centric items that require local knowledge of the community. The Client also becomes responsible for maintaining Code Files (personnel, unit, premise, caution notes and the like) that must be continuously updated to keep the Code Files in Go Live ready status. During this phase, the assigned TriTech Business Analyst will provide consultation services.

7.3.2.1 TriTech Responsibilities

a) Schedule the Configuration and Administration Workshop in accordance with the Client's availability and the Project Schedule.

b) Prepare and distribute the meeting agendas to all required attendees a week prior to each meeting.

c) Conduct the meetings based on the distributed agenda.

d) Provide initial hands on training on the applicable system and introduction to different modules and their configurations.

> **Note**: This training is not meant to be comprehensive for end user understanding of the Subsystem. The purpose is to give the participant an understanding of basic features, call flow and how the configuration files influence them.

e) Review the maps for Inform CAD.

f) Document and assign owners and due dates for any action items and track all action items to closure.

g) Handoff the management the Code Files to the Client.

h) Provide the Client team with a copy of the Inform CAD User and Administration Guides.

i) Prepare and submit a TCR upon completion of the Configuration and Administration Workshop, and upon delivery of the trip report to the Client.

7.3.2.2 Client Responsibilities

a) Provide adequate facilities to comfortably hold the Configuration and Administration Workshop to include an overhead projector. Two projectors are preferred. Configuration and Administration Workshop also requires workstations for each participant.

b) Provide subject matter experts that can examine the hierarchy build as articulated to the Business Analyst in terms of the agency structure.

c) Provide subject matter experts that can examine the proposed call flow. These persons should have the ability to make decisions regarding any changes in call flow that may arise through the use of the new Subsystem.

d) Provide participants that are versed with the ability to continue the configurations, or Code File build once ownership transfers.

e) Provide participants that will be able to verify the agency's geopolitical/operational boundaries.

f) Provide participants that were responsible for translating the geopolitical/operational boundaries into data (ESRI shape files) suitable for use within the Subsystem, and are able to validate those boundaries.

g) Provide participants that will be responsible for the maintenance of the agency's street centerline data.

h) Assume ownership for the continued build and maintenance of the system under the guidance of the TriTech project team.

i) Ensure participation of key stakeholders and decision-makers in the Configuration and Administration Workshop.

j) Observe the change control process for any requested software changes.

k) Review and approve the applicable TCRs.

7.3.3 Inform CAD Geographical Information Services

7.3.3.1 Data Evaluation

The TriTech GIS Analyst will work with the Client to perform a one-time evaluation and initial conversion of the Client provided GIS data. GIS street centerline data must be from a single integrated source when delivered to TriTech for conversion. An analysis will include the following:

a) Routing and Navigability – The street centerline data will be analyzed to ensure that there are no breaks in the road network and that an acceptable percentage of addresses[2] within the service area are routable with impedances or speed limits, applicable turn restrictions (one way data), elevations for overpasses and street types.

b) Addressing – Evaluate data for the presence of block ranges, street types, and city designators.

c) Supplemental Coverage - An evaluation of GIS data that may be available for response areas, ESRI compatible overlays including satellite image, and applicable point data to ensure compatibility.

A report will be presented to the Client upon completion of the GIS analysis prior to the import of GIS data into one or more Systems or Subsystems. If there are significant problems with the data, additional GIS work and analysis may have to be added to the project via Change Order. Additional project costs may apply.

7.3.3.2 TriTech Responsibilities

a) Evaluate Client-supplied GIS data to ensure it is formatted correctly for street-centerline display, address point usage and address functions. A report will be generated based on this analysis.

b) Evaluate Client-supplied GIS data to ensure it is formatted correctly for routable functions. A report will be generated based on this analysis.

c) Evaluate Client-supplied GIS data to ensure it is formatted correctly for Inform CAD Quickest Path Unit Recommendations functionality.

d) Review the Client-supplied GIS layers for Inform CAD and Inform Mobile for viewing and execute the initial basic map configuration.

e) Provide a report which summarizes the findings from applicable GIS analysis services.

f) Prepare and submit a TCR upon delivery of the GIS analysis report.

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[2] The phrase "acceptable percentage" refers to a decision that the Client must make regarding the acceptable level of navigability needed within the street centerline network. Since editing and maintaining the street data is a Client responsibility, the Client will have to evaluate and make a judgment regarding the impact of the level of accuracy and the cost associated with increasing the navigability of the data.

7.3.3.3 Client Responsibilities

a) Provide data in the required format, and per Project Schedule.

b) Provide data to include 1) Centerline data; 2) response areas; 3) viewable/cosmetic layers 4) Address Points (Optional).

c) Based on the analysis report provided by TriTech, make needed changes to mapping data to allow the resulting GIS data to meet TriTech's mapping data requirements.

d) Review and approve the appropriate TCR.

7.3.3.4 Mapping Data Conversion and Import

TriTech will perform a Mapping Data Import that provides maps for the Inform CAD system. This process does not include making any corrections to the Client GIS data. If the GIS data consists of data from more than one source, TriTech will not be responsible for joining these areas, or "stitching" the areas to create a uniform geographic area.

7.3.3.5 Configuration of Mapping Layers

A TriTech GIS Analyst will configure up to 7 standard GIS layers each for viewing on Inform CAD and Inform Mobile. Such conversion activities will be part of the training process to allow the Client to add their own layers to the map displays in Inform CAD and Inform Mobile. Additional conversion work by TriTech staff is an additional charge and must be authorized by the Purchase Agreement or a Change Order. The standard layers are limited to the following:

1- Water line features (rivers, streams, creeks)
2- Water polygon features (ocean, lakes, ponds)
3- Airports
4- Railroads
5- Parks
6- City Boundaries
7- County Boundaries

7.3.3.6 Response Area Import Service

If the Client provides Response Area data to TriTech at the time of CAD map conversion, TriTech GIS Analyst will import the Response Areas into Inform CAD. GISLink training will provide the Client with the capability to add, delete, or modify Response Areas for ongoing GIS maintenance. Response Areas must conform to the data requirements as listed in the Mapping Requirements document.

7.3.3.7 TriTech Responsibilities

a) Provide the initial configuration services to enable use of Inform CAD Quickest Path Unit Recommendations functionality.

b) Perform a mapping data conversion and import of the Client-supplied data into applicable licensed Systems and Subsystems.

c) Prepare and submit a TCR upon completion of the mapping conversion activities.

7.3.3.8 Client Responsibilities

a) After initial GIS conversion, assume responsibility for updating the data using TriTech provided GIS tools to ensure that data is up to date for Go Live.

b) Review and approve the applicable TCR.

7.3.4 Inform CAD Validation and Readiness Workshop

Once a majority of the code files have been completed by the customer, a Validation and Readiness workshop is conducted. The Validation and Readiness workshop for Inform CAD will be four (4) days and will be held at the Client's facilities on the Client's system hardware after it has been configured by TriTech.

The Inform CAD Validation and Readiness workshop will review the completeness of the codefiles in the Client's system, review system functionality, review response areas and response plans, and conduct an overall system readiness assessment. This session will also provide a forum for the Client to discuss any final workflow questions or issues prior to End User Training.

7.3.4.1 TriTech Responsibilities

a) Schedule the Inform CAD Validation and Readiness workshop in accordance with the Client's availability and the Project Schedule.

b) Prepare and distribute the meeting agendas to all required attendees a week prior to each meeting.

c) Conduct the workshop based on the distributed agenda.

d) Review codefiles for completeness.

e) Review system functionality.

f) Review response Areas and response plans.

g) Perform and overall system readiness assessment.

h) Prepare and submit a TCR upon completion of the Inform CAD Validation and Readiness workshop and upon delivery of the trip report to the Client.

7.3.4.2 Client Responsibilities

a) Provide adequate facilities to comfortably hold the Inform CAD Validation and Readiness workshop to include an overhead projector. Inform CAD workstations for each participant are required.

b) Provide subject matter experts that can examine call flow. These persons should have the ability to make decisions regarding any changes in call flow that may arise.

c) Provide participants that are versed with the ability to adjust the configurations, or Code Files if the need arises.

d) Provide participants that will be responsible for the maintenance of the agency's street centerline data.

e) Ensure participation of key stakeholders and decision-makers in the Inform CAD Validation and Readiness workshop.

f) Observe the change control process for any requested software changes.

g) Review and approve the applicable TCRs.

7.3.5 Inform CAD Legacy Data Conversion

The goal of the data import process is to transfer a basic set of fields of historical incident records, common locations (premises) and caution notes from the Client legacy system to be available for use in the TriTech Inform CAD system.

TriTech will implement a structured methodology for importing legacy data to Inform CAD. The Client will review the specific elements to be imported, export and prepare the legacy system data, and submit to TriTech in a portable electronic format (tab delimited file format) in a manner accessible to TriTech technical personnel without the need for direct access to any existing live/production systems.

If the source data provided comes from multiple sources, the data must be provided in a coordinated manner from all sources to support a single analysis and import of the data.

TriTech will provide a template with constraints (required fields, data type, field length, and uniqueness) that the Client shall conform to in submission of the legacy system data. Translation of legacy system values to match values configured into the Inform CAD system is required.

> **Note:** TriTech will verify submitted legacy data meets the constraints of the import schema and provide an exception report, but does not perform data scrubbing or cleaning of the Client's legacy data.

Additional conversion services can be purchased from TriTech to assist with preparing exported legacy data from its native format to a format that conforms to TriTech's schema.

The scope of the data import is limited to premises, caution notes, and historical incidents. This Project is restricted to the following legacy data conversion services for Inform CAD.

7.3.5.1 Premises (Common Locations) Import

The Inform CAD system provides the ability to enter and maintain Premise records for common locations to which additional information, such as contacts, hazardous material information, caution notes, alarm information and documents may be attached. Inform CAD stores Premise information within the following relational records:

a. General premise data (ID, Name, Address, Type, Phone, Alarm provider info, etc.)

b. Premise comments (notes or data elements to be imported that do not map elsewhere)

c. Premise aliases (by code or name)

d. Premise contact data (Names, position/title, phone number)

e. Premise hazardous material data

f. Premise alarm zone data

> **Note:** Due to the need for specific knowledge of the Client's area, the geovalidation process for the converted premises is the responsibility of the Client. Converted incident history transactions shall not be geovalidated.

Premise import is a one-time process provided as a service. Integral to the premise import process is to geo-validate the address of the imported premise records. TriTech will initiate an automated process to attempt geo-validation of the premise records, however there will be records requiring manual intervention by Client personnel to complete the geo-validation process.

Once the legacy system premise data is exported, it is recommended the Client track changes for manual updates to the records imported to the Inform CAD system. TriTech will provide a list of exceptions for records that fail to import, and the Client may adjust and resubmit the failed records for TriTech to import.

7.3.5.2 Caution Notes (Hazards / Alerts) Import

The Inform CAD system provides the ability to enter and maintain Caution Notes (sometimes referred to as hazards or alerts in other systems) relative to addresses. When an incident is created at an address, the user is made aware of the existence of Caution Notes active at that location. Since Caution Notes are relational records themselves, only legacy system records that can be provided with a key reference to an existing Inform CAD address may be imported. Caution Notes are agency specific within Inform CAD, but may duplicated to multiple agencies upon entry. Inform CAD stores Caution Note information within the following relational records:

a. General Caution Note data (Caution text, agency, expiration date, category, etc.)

Caution Note import is a one-time process provided as a service. Once the legacy system data is exported, it is recommended the Client track changes for manual updates to the Inform CAD system once the exported data has been imported. TriTech will provide a list of exceptions for records that fail to import, and the Client may adjust and resubmitted the failed records for TriTech to import.

7.3.5.3 Historical Incident Import

The Inform CAD system provides users the ability to view closed incidents, and also provides a "Premise History" feature that when a new incident is created in Inform CAD, the user is made aware of previous incidents at the same address within the last year. TriTech Historical Incident import provides for a bulk import prior to go-live and completed with an import of the remainder of legacy incident records after shut down of the legacy system. Inform CAD stores incident information within the following relational records considered in the import process:

a. General Incident data

b. Incident Comments (narrative text, and legacy data elements that do not map elsewhere)

c. Incident Case Numbers

d. Incident Disposition

e. Incident Activity Log (unit assignment events, unit status events, etc.)

Note: Unit assignments, status changes during assignments, and transport information are imported as incident Activity Log events only. Full conversion services are required to process legacy data into the full schema for Inform CAD vehicle assignment records.

Up to 12 months of historical prior incidents, premises and caution notes will be converted.

The import of legacy CAD incident data is a process that involves several steps. The Client provides a full export of historic incidents up to the current date from the legacy system that meets the TriTech import schema requirements. TriTech will review the data and provide an exception report. The Client may provide corrections for the exceptions prior to import. TriTech will import the data to the pre-production Inform

CAD system for the Client to review and provide CAD user training with the data in the Inform CAD system.

The prepared historical incident data is held until the Inform CAD System go-live preparations when TriTech purges the system of pre-production incident data, and imports the prepared historical incident data to the Inform CAD Reporting/Archive Server (or Production CAD Server if the system is not configured with a Reporting/Archive Server).

When live on the Inform CAD system, and all incidents on the legacy system have been closed, the Client will export, prepare and submit the template with the balance of legacy system incident data since the "bulk" load submission. TriTech will review the data and provide an exception report allowing the Client to submit corrections. TriTech will import the balance of prepared legacy system incident data to the Inform CAD system.

Conversion of premises and caution notes can be performed independent of the historical incident data. Changes to premises and caution notes within the legacy system after data has been converted and imported to Inform CAD must be duplicated manually in Inform CAD by the Client.

This process is considered complete once the last set of data has been imported to the new Inform CAD system. The Client is responsible for the validation of the data.

7.3.5.4 TriTech Responsibilities

a) Provide predefined template with detailed element description and constraints.

b) Review submitted legacy system data and provide an exception report for constraints that are not met.

c) Perform the import of legacy data to the Inform CAD system.

d) Present a TCR upon completion of each import of data.

7.3.5.5 Client Responsibilities

a) Extract the legacy data and prepare the data to conform to the predefined template and constraints provided by TriTech.

b) Provide corrections to the legacy data for records identified as exceptions by TriTech.

c) For imported Premise records, provide resources to perform geo-validation using TriTech's tool for records that fail to geo-validate automatically.

d) Perform validation of the data imported into the Inform CAD system.

e) Review and approve the applicable TCRs.

7.3.6 Inform CAD Training

> **Note:** Training classes are conducted based on the quantities that are specified in the Purchase Agreement. The appearance of a course description in this Statement of Work does not mean a course will be conducted – it must be listed in the Purchase Agreement.

Inform CAD Training classes are conducted on consecutive weekdays during business hours (Tuesday-Friday, during business hours). Alternate training schedules (e.g., Monday class starts, multiple classes per day, evening and weekend classes) will be subject to an additional charge.

The training classes related to Inform CAD and its Subsystems are classified into three general groups:

a) Classes that are dependent upon specific Client configurations and requirements; therefore, they are only conducted on the Client System after Validation and Readiness Workshop and in preparation of Go Live. Inform CAD Call Taker/Dispatcher User Training Course is an example of these classes.

b) Classes such as GISLink that are delivered to a specialized group within the Client's team during the course of the Project to assist them with implementation and maintenance of the System on a routine basis.

c) Classes such as System Administration Training and CAD API Training that are not dependent upon individual Client configurations and are generic in nature. These classes are held at TriTech facilities based on a regular schedule, and are offered to attendees from different agencies.

7.3.6.1 TriTech Responsibilities (for all Inform CAD training activities)

a) Conduct the training in increments of one (1), eight (8) hour days.

b) Provide feedback to Client Supervision as to the progress of the students.

c) For the Training classes that are held at TriTech, provide adequate training facilities and equipment.

d) Prepare and submit a TCR upon completion of each class or group of consecutive classes.

7.3.6.2 Client Responsibilities (for all Inform CAD training activities)

a) Provide adequate training facilities, including a conference room with adequate space and seating/conference table space, white board, projector, and computer projector (capable of 1024x768 resolution).

b) Provide a supervisor for each class that can answer agency specific questions as related to the build of the Client's system.

c) Review and approve the applicable TCRs.

7.3.6.3 Inform CAD Call Taker/Dispatcher User Training Course (Client site)

The Inform CAD User Training course is a four (4) day class, and training days are a maximum of eight (8) hours in length. TriTech recommends that the Client have a supervisor present at each training class. Ideally, this supervisor would have participated in part with the implementation process.

Training classes will start on a Tuesday, and end on Friday. The number of students attending the User Training course will be limited to ten (10) students per class.

This class will be held at the Client's site.

7.3.6.4 GISLink Utility Training Course

The focus of this course is to prepare selected Client personnel to import and use existing GIS data in Inform CAD and manage the GIS data used by Inform CAD, Inform Mobile and Inform RMS. GISLink is a Utility that provides a way for Clients to intelligently import Client GIS data into the Inform CAD databases. It consolidates GIS data related tools for maintaining and using GIS data in TriTech products.

The training course will also cover the maintenance methods for Inform Mobile Maps, Inform GEO Maps and Inform RMS address location services.

Training classes will be conducted between Tuesday and Thursday, based on mutual availability of the TriTech and Client staff. Training course will be limited to three (3) students per class.

This class will be held at the Client's site. The Client is responsible for providing adequate training facilities, including at least one Inform CAD console with GISLink utility installed on it.

Prerequisites: GIS knowledge and background; familiarity with ESRI tools and ArcMap.

No other activities (including but not limited to TriTech performing follow up changes to the Client's maps, development of special material for the Client, or a follow-up one-on-one session with the Client's GIS staff) are within the scope of this class.

7.3.6.5 Inform CAD System Administration Training (TriTech Site)

The System Administration Training course provides an overall administrative perspective of the system including operating system and database management software and equipment components. This comprehensive 4-5 day course is held at TriTech headquarters, and trains System Administrators and staff members on how to set up and administer infrastructure configurations for the Client-configured Inform CAD System. The class will also provide attendees with sufficient skills to perform system maintenance manage and monitor interfaces, manage system operation and database settings for application support, maintenance and backup, and general troubleshooting skills.

Attendance of the Client-designated individuals should be coordinated and scheduled through TriTech's Project Manager and should be coordinated in such a way that does not interfere with progress of the Project. System Administration classes are held regularly in TriTech's training facility in San Diego and may have attendees registered from agencies other than the Client.

Training classes start on a Monday and end on Friday. The number of attendees will be based on the number of seats that have been purchased by the Client. If more than one seat is purchased by the Client, the Client has the option to send their attendees to one class or different classes.

The Client is responsible for the travel fees and out of pocket expenses for their staff attending this class in TriTech's facility.

Prerequisites: Basic Windows and SQL Server knowledge

No other deliverables or follow up activities, including creating special material or applications for the Client, are included within the scope of this class.

7.4 Implementation of Inform Mobile

7.4.1   Inform Mobile Configuration Workshop

The Inform Mobile Configuration Workshop is conducted by a TriTech Business Analyst. Inform Mobile is an Inform CAD-Integrated System, meaning that a significant amount of mobile functionality is dependent upon CAD functions as well as the configuration of the Client's Inform CAD system. Given this interdependency, the Inform Mobile Configuration Workshop generally will follow Inform CAD initial Implementation and Setup.

During the Inform Mobile Configuration Workshop, the Business Analyst will give a demonstration of the Mobile product. It is suggested that Client personnel who will be responsible for facilitating Mobile end user training should also take part in the configuration of Mobile.

7.4.1.1 TriTech Responsibilities

a) Schedule the Inform Mobile Configuration Workshop meeting in accordance with the Client's availability and the Project Schedule.

b) Prepare and distribute the meeting agendas and documents for Client review or completion to all required attendees two weeks prior to each meeting.

c) Conduct the meetings based on the distributed agenda.

d) Document and assign owners and due dates to any action items and track all action items to closure.

e) Prepare and submit a TCR upon completion of the Inform Mobile Configuration Workshop activities, and upon delivery of the trip report to the Client.

7.4.1.2 Client Responsibilities

a) Provide adequate facilities to comfortably hold the Inform Mobile Configuration Workshop to include a computer projector, whiteboards, and adequate seating. Two projectors are preferred.

b) Provide communications center representatives authorized to make decisions with regard to the interrelationship between Mobile use and dispatcher control functions such as status updates; traffic stops and the like.

c) Provide subject matter experts that can describe operational requirements of field users.

d) Provide a subject matter expert for Mobile WAN connectivity, firewall and network configuration and in-vehicle computer hardware.

e) Ensure that requested information such as data elements necessary to begin the Subsystem build are provided within a timely manner.

f) Participate in the Change Management Process for any requested software changes.

g) Review and approve the applicable TCRs.

7.4.2 Inform Mobile Map Data Import

The process of Inform Mobile Map Data Map Import converts the Inform CAD streets data into a format that can be used by Mobile. This process also includes adding necessary map layers for the Client.

7.4.3 Inform Mobile Training

Inform Mobile Training classes are conducted based on the quantities that are specified in the Purchase Agreement. These classes are conducted on consecutive days, on the weekdays during business hours (Tuesday-Friday, during business hours). Alternate training schedules (multiple classes per day, evening, and weekend classes) will be subject to additional charge. Training classes will only be delivered after the FAT have been completed and the results are documented in a TCR.

TriTech trains a small group of the trainers from the Client field users, and that group completes training the balance of the field users.

A detailed description of these classes is provided below.

7.4.3.1 TriTech Responsibilities

a) Schedule training classes with the Client.

b) Conduct training classes as scheduled.

c) Prepare and submit a TCR to the Client upon completion of each class or group of consecutive classes.

7.4.3.2 Client Responsibilities

a) Schedule appropriate Client staff to attend scheduled training.

b) Provide adequate facilities for the execution of the training to include adequate seating for each workstation and an overhead projector.

c) Provide Inform Mobile workstations for each attendee are highly desired.

d) Review and approve the applicable TCRs.

7.4.3.3 Inform Mobile Administration Course

Mobile Administration training is a hands-on course provided by experienced trainers who have both training and public safety experience. This half (½) day course prepares the Mobile Administrator to configure and maintain the Mobile Server and Mobile Interface(s). The course is designed for up to three students. Access to the Mobile Server and Interface(s) is required. During this process TriTech Business Analyst will instruct the client on installation of Mobile Clients and provides assistance for installation of up to five (5) Mobile devices. The Client will be responsible for installation of the balance of Mobile devices.

The course includes the operation of the Mobile system including customization of specific screen layouts, Active & Waiting Incident Queue, Unit Queue, and agency-specific screens.

Training classes will be conducted between Tuesday and Friday. The number of students attending the User Training course will be limited to two (2) students per class.

Prerequisites: Knowledge of: 1) HTML/XML, CSS, and JavaScript 2) SQL, especially views, stored procedures, and database schema; and 3) Standard GPS protocol (TAIP and NMEA)

7.4.3.4 Inform Mobile Train-the-Trainer Course

Mobile Train-the-Trainer training is a hands-on course provided by experienced trainers who have both training and public safety experience. The course prepares personnel to use Inform Mobile and teach others how to use Inform Mobile. The course can accommodate up to eight (8) students with working and configured Mobile devices. It is desirable that each participant have their own configured Mobile device.

The course includes user operation including starting and stopping the application, updates, screen layouts, messaging, status changes, mobile maps, incident assignments and incident updates. Hands-on training and agency scenarios may vary by Agency. The duration of this class is four (4) hours. Training classes will be held between Tuesday, and Friday. The number of students attending the User Training course will be limited to eight (8) students per class.

This class will be held at the Client's site. The Client is responsible for providing adequate training facilities, including a conference room with adequate space and seating/conference table space, white board, projector, and computer projector (capable of 1024x768 resolution).

Prerequisites: Completion of a Microsoft Windows Tutorial (this may be waived upon demonstrated ability to work with Windows), typing skills of a minimum of 25 words/minute and Mobile field user experience.

7.5 Implementation of Inform RMS

Inform RMS (to include FBR if purchased) will be implemented through a series of standard steps and process gates. These steps are designed to ensure that the operational needs of the Client are identified, the configurations are verified, and the system is tested to validate the proper functionality of the system prior to deployment. The following sections describe the implementation process for Inform RMS.

7.5.1 Inform RMS Configuration and Administration Workshop

The Inform RMS Configuration and Administration Workshop is a hands-on (4) day Workshop for Inform RMS System Administrators. During the Workshop students will learn how to create users, assign roles, create templates and assign workflows, create and maintain system code tables, and map UCR codes. During the training the Business Analyst will review and configure the Inform RMS system defaults. Students also learn overall administration responsibilities for implementation, configuration, and maintenance of Inform RMS.

Participants include the TriTech RMS Business Analyst and should not generally exceed eight (8) core members of the Client's implementation team. The Client's team should include at a minimum the RMS Central and Local Administrators.

> **Note 1**: The Client's provisioning of Code File information is an early Project checkpoint. Remote Web sessions will be scheduled as a follow up to guide the Client through the Code File build process. This information is needed to prepare for the Template and Workflow Workshop. Any incomplete, inaccurate or delayed Code File information can have a cascading effect on the Project Schedule.

> **Note 2**: Unless specifically purchased in the Historical Data Conversion, the migration or conversion of personnel, user Id's, or code files are not included. It is the responsibility of the Client to build these in the Inform RMS Client and Web UI Subsystems.

7.5.1.1 TriTech Responsibilities

a) Schedule the Inform RMS Configuration and Administration Workshop in accordance with the Client's availability and the Project Schedule.

b) Prepare and distribute the Workshop agenda and documents for Client review or completion to all required attendees two weeks prior to the training.

c) Conduct the Workshop based on the distributed agenda.

d) Introduce the Client to, and begin documentation of the Action Item Document

e) Prepare and submit a Trip Report based on the Workshop activities.

f) Provide the Client team with a copy of the Inform RMS Client and Web UI User and Administration Guides.

g) Prepare and submit a TCR upon completion of the Workshop.

7.5.1.2 Client Responsibilities

a) Provide workstations with Inform RMS Client UI and Web UI installed.

b) Provide adequate facilities to comfortably conduct the Workshop to include an overhead projector and whiteboard.

c) Ensure complete participation of Central and Local Inform RMS Administrators for the purposes of completing the Code File buildout.

d) Continue the Code File building activities, including personnel and roles, after completion of this training.

e) Review and approve the applicable TCR.

7.5.2 Inform RMS Geographical Information Services

7.5.2.1 Creation of Locator Packages and Services

The TriTech GIS Analyst will work with the Client to create the address locator packages and configure the RMS GIS services within ArcGIS. The Client must provide TriTech with access to an ArcGIS server to create these packages and services. GIS data must be from a single ArcGIS server for evaluation and configuration.

7.5.2.2 TriTech Responsibilities

a) Evaluate Client-supplied GIS data to ensure it is formatted correctly for creation of the address locator packages.

b) Create the address locator packages, and configure the RMS GIS services on the Client's ArcGIS and Inform RMS.

c) Prepare and submit a TCR upon completion of this work.

7.5.2.3 Client Responsibilities

a) Provide data in the required format, and per Project Schedule.

b) Based on the evaluation provided by TriTech, make needed changes to mapping data to allow the resulting GIS data to meet TriTech's mapping data requirements.

c) Provide access to the Client's ArcGIS server for configuration and usage with Inform RMS.

d) Review and approve the appropriate TCR.

7.5.3 Inform RMS Template and Workflow Workshop

Once the initial Configuration and Administration Workshop has been completed, the next work session will be the Inform RMS Template and Workflow Workshop. This four (4) day Workshop includes training on the software utilities for completing the building of the Inform RMS Web UI templates and workflow configuration. Additional Workshop time is included to allow the attendees' time to build agency templates and workflows. The TriTech Business Analyst will provide guidance as needed.

Client will be responsible for bringing sample reports for template building and creation.

Participants include key members of TriTech's implementation team and should not generally exceed eight (8) core members of the Client's implementation team. The Client's team should include RMS Central and Local Administrators that attended the RMS Configuration and Administration Workshop.

> **Note**: Upon completion of this Workshop, it is the Client's responsibility to complete the Template and Workflow configurations.

7.5.3.1 TriTech Responsibilities

a) Schedule the Workshop in accordance with the Client's availability and the Project Schedule.

b) Prepare and distribute the Workshop agenda and documents for Client review or completion to all required attendees two weeks prior to the training.

c) Conduct the Workshop based on the distributed agenda.

d) Provide hands on training on the applicable system and introduction to different modules and their configurations.

> **Note**: This training is not intended to be comprehensive for end user understanding of the Subsystem. The purpose is to give the participant an understanding of the configuration and administration of Inform RMS Web UI.

a) Document and assign owners and due dates for any action items and track all action items to closure within the Action Item Document.

b) Prepare and submit a Trip Report based on the Workshop activities.

c) Prepare and submit a TCR upon completion of the Workshop.

7.5.3.2 Client Responsibilities

a) Provide workstations with Inform RMS Client UI and Web UI installed upon.

b) Provide adequate facilities to comfortably conduct the Workshop to include an overhead projector and whiteboard.

c) Ensure complete participation of Central and Local Inform RMS Administrators for the purposes of completing Template and Workflow building.

d) Continue the Template and Workflow building activities after completion of this training.

e) Observe the change control process for any requested software changes.

f) Review and approve the applicable TCRs.

7.5.4 Inform RMS Historical Data Conversion

TriTech has engineered a solution that incorporates Client legacy data into Inform RMS in a way that retains its historical accuracy while ensuring the integrity of the Inform RMS System.   TriTech's Integrated Solution Department will work with the Client throughout this phased process.

There may be situations where there are differences in the data used in the current system and the proposed TriTech system. Key issues to consider are the standardized data elements that are used by the respective systems and the data integrity rules used by the respective systems for minimum required data. These factors can affect a variety of data types.

TriTech understands the critical nature of the legacy RMS data and will work closely with subject matter experts at your agency. This project includes a legacy RMS data conversion to Inform RMS from one (1) data source (ex. Tiburon RMS).

TriTech will provide a SQL database template that will include all data elements that are included in the Inform RMS data conversion. The template includes the most widely used fields and provides the greatest value for Inform RMS users. The Client is responsible for extracting the legacy data into the templates provided.

> **Note 1**: Unless specifically purchased and identified in the Purchase Agreement, the migration or conversion of personnel, user Id's, passwords nor code files are not included. It is the responsibility of the Client to build these in the Inform RMS Client and Web UI Subsystems.

Entity	Source	RMS Conversion	IQ Feed
Master Person Indices (MPI)	Tiburon	All Master Persons associated to imported entities listed below	Yes
Master Vehicle Indices (MVI)	Tiburon	All Master Vehicles associated to imported entities listed below	Yes
Master Property Indices (MPI)	Tiburon	All Master Property associated to imported entities listed below	Yes
Master Location Indices (MLI)	Tiburon	All Master Locations associated to imported entities listed below	Yes
Arrest	Tiburon	All Arrest	Yes
Case	Tiburon	All Case	Yes
Incidents	Tiburon	All Incidents	Yes
Warrants	Tiburon	All Warrants	Yes
Evidence	Tiburon	All Evidences	No

Assumptions:

- The Client will provide at least one initial extract of RMS data for TriTech testing purposes, plus one final extract.
- During the data conversion process, TriTech will convert legacy data into the Inform RMS Client (UI).
- Prior to go-live, the client will provide TriTech a final backup of legacy data. Any data entered or modified in the legacy system after this point will require manual data entry and modification in the Inform RMS Subsystem post data conversion.
- Inform RMS will be unavailable during the Data Conversion.
- Master Indices will not be converted directly as they will be built through the import of the other entities. TriTech standard Master Resolution rules will apply.
- The Client will supply a "Data Dictionary" defining all of the data items in the data conversions. This must be in a machine-readable format that can be included as a part of the Operational Scenario Document that TriTech will generate.
- The Client must perform any necessary "data scrubbing" of their source data and code tables prior to delivery to TriTech. TriTech will assume that all data delivered is legitimate to use in the Data Conversions.
- The Client will manually enter a minimum of three (3) representative records into each module of the configured Inform RMS system during the Data Conversion Workshop. TriTech will provide an SME to assist during this process. The data selected for entry will be included and identified in the initial data extraction supplied to TriTech.
- Only the fields identified in the FDD Appendix are included as part of the data conversion.
  In the event that the Client makes any modification to their original data in order to include it in an Inform RMS record, they must fully document the transformation process used.
- All transformations so supplied must be able to be implemented via scripts vs. "human-interpretive" processes. These include, but are not limited to names and addresses.
- The Client must provide a Subject Matter Expert (SME) and make them available for consulting throughout the project.
- Once TriTech has installed the initial TriTech RMS database and data entry software at the Agency, the Client will take appropriate steps to acquaint themselves with the modules included in the Data Conversion.
- TriTech will provide an Operational Scenario Document (OSD) prior to executing the data conversions.
- No additional modifications to existing TriTech products or database fields are required.
  The Client is responsible for setting up a dedicated configured copy of the Inform RMS preproduction environment for data conversion activities.
- The Client will create a dedicated data conversion environment that will be used for the final data conversion into the production Inform RMS system.
- The Client will grant TriTech access to the data conversion environment no less than 4 weeks prior to the scheduled start of the final data conversion.

7.5.4.1.1 TriTech Responsibilities

a) Perform an analysis of the legacy data, provided by the Client.

b) Collaborate with the Client in defining the data mapping, as well the resolution of the duplicate names.

c) Provide an Operational Scenario Document (OSD) prior to developing the scripts for the data conversions.

d) Create the necessary scripts for the data transfer.

e) Perform the initial data conversion and import for review by the Client.

f) Perform the final data conversion and import into the Inform RMS.

g) Prepare and submit the applicable TCRs.

7.5.4.1.2 Client Responsibilities

a) Extract and scrub the legacy data, and deliver it to TriTech in SQL format within thirty (30) days from the date of Inform RMS Configuration and Administration Workshop.

b) Provide a data dictionary to define all elements of the legacy data.

c) Assist TriTech with data mapping exercise.

d) Review, provide feedback and approve the OSD document prior to performing the data conversion.

e) Review and approve (or provide feedback, detailing the required corrections) for the interim data conversion delivery within ten (10) days of receiving.

f) Review and approve (or provide feedback, detailing the required corrections) the final data conversion delivery within ten (10) days of the final conversion.

g) Provide a secure and reliable network connection.

h) Review and approve the applicable TCRs.

7.5.5 Inform RMS Remote Configuration and Consultation

After completion of the Inform RMS Configuration and Administration Workshop and Template Workshop, the assigned TriTech Business Analyst will work with the Client to provide remote configuration and consultation throughout the initial Code File and Template building process as sold in the Purchase Agreement. The Client will be primarily responsible for the Code File and Template/Workflow configuration process throughout the project.

TriTech will deliver the Inform RMS System with the base NCIC Codes. The Client is responsible for building and maintaining the RMS System to include but not limited to System Codes, Personnel, Property Locations, and Violation Codes (including local ordinances) with the appropriate UCR mapping.

> **Note**: It is the responsibility of the client to complete all RMS configuration prior to the Validation and Readiness Workshop.

7.5.5.1 TriTech Responsibilities

a) Monitor and provide Remote Configuration and Consultation sessions as purchased in the Purchase Agreement.

b) Prepare and submit a TCR to confirm the completion of the Remote Configuration and Consultation work sessions.

7.5.5.2 Client Responsibilities

a) Provide timely completion of the Code Files, Personnel ID's and Roles, Templates and Workflows throughout the project.

b) Participate in the remote Configuration and Consultation work sessions.

c) Review and approve applicable TCRs.

7.5.6 Inform RMS Output Designer Workshop

The TriTech project team will conduct the three (3) day Inform RMS Output Designer Workshop. This session is intended for creating custom form outputs using Microsoft SQL Server Reporting Services (SSRS) which can be accessed from the Inform RMS Web UI Data Entry Templates. Using the Inform RMS Output Designer application utility, attendees will learn to generate a dataset based on the Inform RMS Module template, utilizing SSRS to customize the output based off a pre-defined default output report. Attendees will also learn how to configure the templates to use the custom form output within the Inform RMS Web Data Entry Designer tool.

This is an advanced Workshop and attendees must have prior experience using SSRS. TriTech will not provide training on SSRS. This Workshop will be up to three (3) consecutive days with a class size limitation of three students.

7.5.6.1 TriTech Responsibilities

a) Schedule the Workshop in accordance with the Client's availability and the Project Schedule.

b) Prepare and distribute the Workshop agenda and documents for Client review or completion to all required attendees two weeks prior to the training.

c) Conduct the meetings based on the distributed agenda.

d) Prepare and submit a TCR upon completion of the Workshop.

7.5.6.2 Client Responsibilities

a) Provide workstations with Inform RMS Client UI and Web UI installed.

b) Provide adequate facilities to comfortably conduct the Workshop to include an overhead projector and whiteboard.

c) Ensure participation of the appropriate personnel.

d) Continue the Output Designer activities after completion of this training.

e) Review and approve the applicable TCR.

7.5.7 Inform RMS Training

> **Note:** Training classes are conducted based on the quantities that are specified in the Purchase Agreement. The appearance of a course description in this Statement of Work does not mean a course will be conducted – it must be listed in the Purchase Agreement.

Inform RMS Training classes are conducted on consecutive weekdays (Tuesday-Friday) during business hours. Alternate training schedules (multiple classes per day, evening, and weekend classes) will be subject to additional charge. Training classes will only be delivered after the Inform RMS FT has been completed and the results are documented.

Descriptions of classes are provided below.

7.5.7.1 TriTech Responsibilities (for all Inform RMS Classes)

a) Schedule the Inform RMS Training class(es) in accordance with the Client's availability and the Project Schedule.

b) Prepare and distribute the training documents for Client printing for all required attendees two weeks prior to each meeting.

c) Conduct the training session(s) for the licensed product options on a mutually agreed to schedule.

d) Prepare and submit a TCR upon completion of each class, or a group of consecutive classes.

7.5.7.2 Client Responsibilities (for all Inform RMS Classes)

a) Provide workstations with Inform RMS Client UI and Web UI installed.

b) Provide adequate facilities to comfortably conduct the FT to include an overhead projector and whiteboard.

c) Provide a Local RMS Administrator for each class that can answer agency specific questions as related to the build of the Client's system.

d) Review and approve the applicable TCRs.

7.5.7.3 Inform RMS User Training – Records

The Inform RMS End User Training for Records is a hands-on course that prepares the students to add, edit, and modify Incident, Arrest, Custody, Crash, Citation, Field Interviews, Pawn, Permits and Licensing, and other Event reports. This class also instructs users on how to search crime report records easily and efficiently. Students learn how to maintain State-reportable UCR/NIBRS reports. This class is recommended for all personnel responsible for the day-to-day records data entry and maintenance of all departmental reports. This three-day course prepares a core set of end users to use Inform RMS.

Training classes are conducted between Tuesday and Friday, with a maximum of ten (10) students per class.

Prerequisites: 1) Basic understanding of computers and the Microsoft Windows Environment. 2) A comprehensive understanding of the internal structure of the Records Department and departmental policies and procedures. 3) An understanding of how the Records Department interacts with Dispatch and Patrol.

7.5.7.4 Inform RMS User Training – Field Officers

The Inform RMS End User Training for Field Officers session is a hands-on two (2) day course. This course trains students to use Inform RMS Web UI and includes instructions on how to create and submit Incident, Arrest, Field Interview, Citation, and Crash reports through the workflow process.

Training classes are conducted between Tuesday and Friday, with a maximum of ten (10) students per class.

Prerequisites: 1) Basic understanding of computers and the Microsoft Windows Environment. 2) A comprehensive understanding of the departmental policies and reporting procedures. 3) An understanding of how Patrol interacts with the Records Department and Dispatch.

7.5.7.5 Inform RMS User Training - Property and Evidence Training

The Inform RMS Property and Evidence training is a hands-on two (2) day course for personnel responsible for entering, updating, and maintaining evidence records, tracking tow/impounds, and providing written notification for property or impounds. Students learn how to build evidence locations, search evidence records, manage evidence items, create item barcodes, and use barcoding for inventory evidence. Training should be conducted directly with the Evidence Technicians at the agency's Evidence room as it includes administrative and user training.

Training classes are conducted between Tuesday and Friday, with a maximum of ten (10) students per class.

Prerequisites: 1) Basic understanding of computers and the Microsoft Windows Environment. 2) A comprehensive understanding of the departmental policies and procedures associated to maintaining Evidence. 3) A thorough understanding of how each of the Agency's Evidence locations are laid out and used.

7.5.7.6 Inform RMS User Training - Investigations

The Inform RMS Investigations training is a hands-on two (2) day course for Case Managers, Investigative Supervisors, and Investigators (Detectives). Students learn how to assign cases for investigation and track their progress, add case supplements/case materials, create incident supplements, arrests, and update cases as needed. If purchased (Intelligence Module), Students will also learn how to add, edit, and search Intelligence records, create an RMS case from intelligence data and use the Intelligence Master Index. Training should be conducted directly with detectives that can train other detectives at their agency; this helps ensure proper workflows are discussed and configured.

Training classes are conducted between Tuesday and Friday, with a maximum of ten (10) students per class.

Prerequisites: 1) Basic understanding of computers and the Microsoft Windows Environment. 2) A comprehensive understanding of the departmental policies and procedures associated to Case Management, Investigations, and the management of Intelligence data (if applicable).

7.5.7.7 Inform RMS User Training – Civil and Warrants

The Inform RMS End User Training for Civil and Warrants class is a hands-on two (2) day course for personnel responsible for entering, updating, and maintaining civil process records and warrants. Students learn how to maintain names, property, fees, dispositions, and payments associated with these civil process records. Training for this module should be specific to the staff involved in the Civil Process.

Training classes are conducted between Tuesday and Friday, with a maximum of ten (10) students per class.

Prerequisites: 1) Basic understanding of computers and the Microsoft Windows Environment. 2) A comprehensive understanding of the departmental policies, procedures, and requirements for managing the civil process, associated records and reports. 3) A comprehensive understanding of the departmental policies, procedures, and requirements for managing the warrants process, associated records and reports..

7.5.7.8 Inform RMS Report Writing Class

The Inform RMS Report Writing class is a hands-on three-day course that explains when an ad hoc report is needed, how to understand the Inform RMS database structure, and how to create ad hoc reports using the embedded report writer. TriTech recommends that the Inform RMS Report Writing training session occur after the agency has had an opportunity to enter a substantial amount of data into the system (usually one to three months after go live). This class is recommended for personnel that will utilize the provided reporting tools to extract data from the Inform RMS.

Training classes will be conducted between Tuesday and Friday. The number of students attending the User Training course will be limited to no more than ten (10) students per class.

Prerequisites: 1) Completion of Inform RMS Training. 2) Basic understanding of computers and the Microsoft Windows Environment. 3) Understanding of Department Reporting requirements.

7.6 Implementation of System Interfaces

7.6.1   Inform Standard Interfaces' Requirement Gathering and Configuration

The functionality and applicable configuration options for each of the TriTech Standard Interfaces are described in the Interface Functional and Configuration Documents (IFCDs).

A TriTech Systems Engineer will review the IFCDs for each of the applicable Standard Interfaces with the Client's subject matter experts detailing the parameters that will be set to meet the functionality for the Interface. This process may be performed for different interfaces at different times. This process will be performed remotely via phone conference. The Client is responsible for engaging the third party vendors whose systems are being interfaced with, so that an end to end flow of the data is discussed.

TriTech Systems Engineer will configure and install the Standard interfaces on Client's system hardware. IFCDs are not Client specific documents, and functionality as written is not subject to edits, changes, or approval.

Installation and configuration of Standard Interfaces can only be performed by qualified members of TriTech System Engineering or Engineering teams, using proprietary tools. Once each of the Standard Interfaces are installed and configured, they can be staged for FT.

Any changes to the functionality of a Standard Interface from the Purchase Agreement will be subject to additional cost and configuration time.

TriTech is not responsible for coordination, management, or covering the cost of any software, work, customization, coding or testing that is required to be performed by the third party vendors engaged in the implementation of the standard or custom interfaces, unless the work is defined under a subcontract with TriTech within the scope of this Purchase Agreement.

Note 1: Standard Interfaces are developed and enhanced within the TriTech product version process for TriTech software products (such as Inform RMS). Changes to standard Interfaces will require adherence to the development life cycle therein. Changes to standard Interfaces that are delivered within this life cycle will require the Client's system to be on a compatible version.

Note 2: The Client's provision of Interface Functionality for Standard Interfaces is an early Project checkpoint. This information will help the client understand the configuration portion of the IFCD.

Note 3: Any changes to the configuration of Standard Interfaces made by the Client makes the Interface non-supportable, and all troubleshooting efforts resulted by such changes will be subject to additional cost.

Note 4: The Client is responsible for any services or software needed from such Third Party Systems to allow for interaction with the Third Party System or for connecting to TriTech Interfaces Software in the absence of a Third Party API. TriTech is not responsible for any cost associated for the API, any required third party lab or certification testing, cost associated with required programming or custom work by the third party vendors, or any license fees that may be required by the third party vendors.

7.6.2 NCIC/State Software

The functionality and applicable configuration options for each of the TriTech Standard Interfaces are described in the Interface Functional and Configuration Documents (IFCD).

A TriTech Systems Engineer will review the IFCDs for each of the applicable Standard Interfaces with the Client's subject matter experts detailing the parameters that will be set to meet the functionality for the Interface. This process may be performed for different interfaces at different times. This process will be performed remotely via phone conference. The Client is responsible for engaging the third party vendors whose systems are being interfaced with, so that third party documentation can be provided to TriTech in a timely manner.

TriTech Systems Engineer will configure and install the Standard interfaces on Client's system hardware. IFCDs are not Client specific documents, and functionality as written is not subject to edits, changes, or approval.

Installation and configuration of Standard Interfaces can only be performed by qualified members of TriTech System Engineering or Engineering teams, using proprietary tools. Once each of the Standard Interfaces are installed and configured, they can be staged for FT.

Any changes to the requirements of the NCIC Interface from the Purchase Agreement will be subject to additional cost and configuration time.

7.6.3   Custom Interfaces' Requirement Gathering and Configuration

A TriTech Systems Engineer will review requirements specified by the Purchase Agreement applicable to Custom Interfaces, and lead gathering detailed operational requirements within the scope of the Purchase Agreement. This process may be performed for different interfaces at different times. This process will be performed remotely via phone conference.

Once sufficient information has been gathered to describe the operational functionality of the Interface, the Systems Engineer will create Operational Scenario Documents (OSD) detailing the operation of the Interface. Client's input in detailing all relevant information regarding the operations of these interfaces and interactions with the external systems are essential to timely and accurate development of the OSDs. The completed OSDs will be provided for Client's review. This document must be approved by both the Client and TriTech prior to development. The Client will be given a TCR that the document was provided, meets the requirements and has been reviewed with the Client. The Client must review the OSD within 8 days from delivery by TriTech, and provide comments and questions back to TriTech or provide approval if no changes or edits is necessary.

The Client is responsible for obtaining the API for each of the third party vendors that TriTech applications are interfacing with. The API must be for the version of the third party software that TriTech will be interfacing with. The timelines for providing these documents to TriTech is concurrent with development of the OSD, so that any limitations associated with the level of integration with the third party application can be taken into consideration.

Delays in review and approval of the OSDs can impact timely development of the interfaces, and ultimately delay the Go Live of the system. All requirement changes for Custom Interfaces after approval of the OSD shall follow the Change Management process, and may be subject to additional cost and development time.

Upon approval of the OSD the custom interfaces are developed by TriTech engineering team. Once developed, these interfaces will be installed on Client equipment and go through testing with the Client and applicable third party vendors who own and administer the vendor side of the interface.

The Client is also responsible for coordinating execution of a mutual Non-Disclosure Agreement (NDA) between the third party vendors and TriTech before any technical information or documentation can be exchanged or testing can commence.

TriTech is not responsible for coordination, management, or covering the cost of any software, work, customization, coding or testing that is required to be performed by the third party vendors engaged in the implementation of the standard or custom interfaces, unless the work is defined under a subcontract with TriTech within the scope of this Purchase Agreement.

> **Note 1**:   The Client's provision of Interface requirements for each of the Custom Interfaces is an early Project checkpoint. This information is needed to develop the OSDs for Custom Interfaces. Incomplete, inaccurate, or delayed information can have a cascading effect on the Project Schedule, and may result in a significant delay in completion of the project.

> **Note 2**:   The Client is responsible for providing Application Programming Interface (API) documentation for the Third Party Systems. The API must document the integration process

for the level of interface integration defined by TriTech's response to the RFP. The Client is responsible for any services or software needed from such Third Party Systems to allow for integration with the third party system.

Note 3: The scope of functionality for the custom interfaces is limited to 1) the capability of the TriTech System being interfaced and 2) the Application Programming Interface (API) capabilities of the external system being interfaced.

Note 4: High level descriptions of each of the custom interfaces in

Appendix B - Custom TriTech Interfaces, will become the basis for the scope of detailed requirements, described in the OSD. Any changes in the requirements documented in the System OSDs, post approval of the OSDs are subject to formal Change Order.

Note 5: The Client is responsible for coordinating the development of the vendor side of all interfaces to the third party applications for the interfaces that the vendor is not a TriTech Subcontractor, based on the Purchase Agreement.

Note 6: TriTech is not responsible for any cost associated for the API, any required third party lab or certification testing, cost associated with required programming or custom work by the third party vendors, or any license fees that may be required by the third party vendors.

7.6.4 Interface Functional Testing (FT)

All Standard and Custom Interfaces are subject to Functional Testing (FT). FT for Interfaces are based on a standard set of TriTech FT documents for each interface, as they are applicable to Client's configurations and functionality described in the approved OSD for the interface (if Custom Interface).

These tests have a standard format and will be sent to the Client for review prior to conducting the FT.

The Client will repeat any failed FT test following the correction of any issues which has caused the test to fail.

7.6.4.1 TriTech Responsibilities

a) Provide the IFCD to the Client for review for each of the Standard Interfaces.

b) Prepare and submit a TCR to the Client, documenting the delivery of the IFCDs to the Client for Standard Interfaces.

c) Install and Configure the Standard Interfaces.

d) Gather the operational requirements for each of the Custom Interfaces and develop and OSD.

e) Provide the OSD to the Client for review and approval. (for custom interfaces only)

f) Prepare and submit a TCR to the Client, documenting Client's approval of the OSD for each of the Custom Interfaces.

g) Develop the Custom Interfaces based on the approved OSD.

h) Install and configure the NCIC/State Software.

i) Install and configure the Custom Interfaces.

j) Prepare and submit TCRs upon installation of the Interfaces.

k) Provide the FT documents to the Client for review prior to conducting the FT for each interface.

l) Provide a TCR to the Client to approve the receipt of the FT documents.

m) Assist the Client in conducting Functional Testing in accordance with FT documents.

n) Prepare and Submit a TCR, documenting completion of FT including any exceptions to FT.

o) Resolve FT issues and assist the Client with the re-run tests as required.

7.6.4.2 Client Responsibilities

a) Participate in the review of the IFCDs and provide the configuration information to TriTech in a timely manner.

b) Provide the information that are necessary for development of the OSD for each Custom Interface.

c) Obtain the API for each of the third party applications that TriTech interfaces with and provide the document to TriTech.

d) Review and approve the OSDs based on the required timelines.

e) Engage the third party vendors in the requirement gathering, development, testing and other interface development activities.

f) Review and approve the FT documents.

g) Participate in the FT.

h) Assist TriTech in documenting FT findings and results.

i) Review and approve the applicable TCRs.

7.7 System and Subsystem Go Live

The "cut over" of each of the Inform CAD and Inform RMS Subsystems, and their Interfaces into the production environment is a highly orchestrated activity that will require resources from both the Client and TriTech teams. It is required that Inform RMS Client and Web UI Subsystems are taken into production at the same time.

7.7.1 Inform Go Live

Once end-user training has been completed and the Inform Subsystem is ready to be placed into production, TriTech will assist the Client in placing the system into operation. In preparation for Go Live, TriTech will assist the Client in cleaning the training data from the Inform Subsystem.

TriTech will provide the Client with a standard Go Live authorization letter that must be approved by the Client no later than 3 weeks prior to Go Live. This letter will list all the Subsystems that are scheduled for the Go Live, and any exceptions to Go Live applications. It also memorializes the date and time of Go Live, as well as the Client's confirmation that the System and staff are ready for Go Live.

At Go Live, the TriTech and Client implementation teams will support the users in the transition to the new System. Any issues are logged and resolved through TriTech Technical Services.

The duration of the Go Live support for the Inform Subsystems for this project will be provided as sold in the Purchase Agreement and outlined below. This includes pre and post go live support. The Project Manager will be an active participant in the Go Live process. Go Lives are conducted on consecutive weekdays (Monday-Friday). Go Lives that require TriTech support that begins before or extends beyond weekdays will be subject to additional charge. The breakdown of onsite Go Live Services is as follows:

Inform CAD, Mobile, and Inform CAD Interfaces:

> 2 people for 2 days covering 24 hour shifts

Inform RMS Go Live Coverage:

> 2 people for 2 days covering single a shift during normal business hours

TriTech Responsibilities

a) Prepare and submit a Go Live authorization letter to the Client.

b) Identify the participants for the Go Live in accordance with the terms of the Purchase Agreement.

c) Have specified personnel onsite in advance of the Go Live date to begin the final inspection of the Client's system as part of the Go Live preparations.

d) Be on-site to assist the Client in placing the system into production status.

e) Assist Client staff in using the system and assist the computer operations staff in supporting the system.

f) Provide System monitoring following the actual System cut over as specified within the Purchase Agreement.

g) Prepare and submit a TCR.

7.7.1.1 Client Responsibilities

a) Complete Inform Subsystem roll out to support the Go Live date.

b) Review and approve the Go Live authorization letter no later than 3 weeks prior to each scheduled Go Live.

c) Complete all relevant end user training to support the Go Live of the Subsystems.

d) Place the software into production and begin operational use in consultation with TriTech and in accordance with the project schedule.

e) Provide adequate persons for the supervision and assisting the end users beyond the participation of the TriTech staff.

f) Provide dedicated workstations for TriTech support staff during Go Live support period.

g) Provide Client IT support to cover all Client end user and TriTech staff hours of operation.

h) Develop a process for the reporting and resolution of issues.

i) Review and approve the applicable TCR.

8 SYSTEM ACCEPTANCE

Each of the Subsystems, including InformCAD, Inform Mobile, and Inform RMS are considered Accepted upon the first production use.

Following Go Live, the Client must report all issues to TriTech as described in the Software Support Agreement.

9 PROJECT CLOSURE

When all project deliverables have been completed (at Go Live), Project Closure activities will take place immediately after Go Live. Support of the System and Subsystems are transitioned to TriTech's Technical Services Group immediately following the Go Live. Any remaining Project related administrative tasks are completed by TriTech and Client. Project documentation is archived and primary Client interaction is officially handed over from the TriTech Project Manager to the TriTech Account Manager.

9.1.1.1 TriTech Responsibilities

a) Provide payment reconciliation, final TCRs and final invoices.

b) Transition the TriTech point of contact from the Project Manager to the Account Manager and Technical Support Department.

c) Provide continued support based on terms of Purchase Agreement.

9.1.1.2 Client Responsibilities

a) Provide approval of Project TCRs within three (3) business days.

b) Provide payment reconciliation and payment of final invoices.

10 APPENDIX A - STANDARD TRITECH INTERFACES

> **Note**: The scope of functionality for these Standard interfaces is limited to 1) the capability of the TriTech System being interfaced and 2) the capabilities of the external system being interfaced.

> **Note**: High level descriptions of each of the custom interfaces below will become the basis for the scope of detailed requirements, described in the OSD. Any changes in the requirements documented in the System OSDs, post approval of the OSDs are subject to formal Change Order.

> **Note**: The Client is responsible for coordinating the development of the vendor side of all interfaces to the third party applications for the interfaces that the vendor is not a TriTech Subcontractor, based on the Purchase Agreement.

List of Project's Standard Interface:

Production Environment:

a) One (1) Standard Alphanumeric Paging Interface

b) One (1) Standard ANI/ALI Interface

c) One (1) Standard NCIC/State Software

Disaster Recovery Environment:

a) None contracted

Test / Training Environment:

a) None contracted

10.1.1 NCIC State Message Switch

The TriTech Standard NCIC Solution includes the following functionality:

1. Connections
   a. Standard Connections

   The following standard connections will be included in the project, subject to applicable access

   - State connection for NLETS/NCIC/DMV Queries
   - Inform CAD/Mobile Queries for BOLO and Supplemental Information
   - Inform Suite (RMS, Jail) Queries

- One (1) NCIC/State Message Switch Additional Query

b. Custom Connections

Custom connections allow ability to access additional 3rd Party Records Management Systems, warrant/court systems, or other accessible external databases. Any custom connections shall include whether access should be provided from Inform CAD or Mobile. Inform RMS or Jail are user configurable.

Custom connections included in this Purchase Agreement:
- None contracted

2. Queries
   a. Standard NLETS/NCIC/DMV Queries (dependent on State availability)

Category	MessageKey	Description
Person	ID	DMV Query Drivers License By Number
Person	IN	DMV Query Drivers License By Name
Vehicle	IV	DMV Query Vehicle Registration by Plate or VIN
Article	QAB	CLETS Property Query By ORI
Article	QAN	CLETS Property Query By Name
Boat	QB	CLETS Query Stolen Boats
Firearm	QG	CLETS Query Firearms
Vehicle	QV	CLETS Query Stolen Vehicles/LoJack
Person	QVC	SRF Query Person Full Return
Person	QW	CLETS Query Wanted Persons
Gun	QGB	CLETS Query Firearms with History
Gun	QGH	CLETS Query Firearms Only History Exact
Gun	QGHX	CLETS Query Firearms Only History Exact
Person	QHA	CLETS Query Criminal History By Alpha
Person	QHC	CLETS Query Criminal History By CII

Person	QHN	CLETS Query Criminal History By Number
Person	QHP	CLETS Query Personal Data
Person	QS	CLETS Property Query By Serial Number
Person	QSR	CLETS Query Sex Registrant
Person	QM	CLETS Query Missing Person

DMV Parsing/Data Reuse with Inform RMS:
In-state DMV query returns for an operator, owner and vehicle will be parsed for use within RMS Recent Info.   TriTech's data parsing will only be completed for fields that are consistently returned in a format that is compatible with the NIEM standards.

Note: None of above queries include record entry, modification or update (Cancel, Clear, Locate) transactions.

Note: Above queries are included as long as they can run against Standard Connections, or Custom connections specified by the Purchase Agreement.

3. Custom Transactions

Custom transactions are available for purchase for the Inform Suite. For an additional cost, custom Inform CAD PowerLine commands can be developed for these transactions.

Examples of custom transactions include, but are not limited to the following:

- Entry Transactions
- Modify Transactions (modify existing records)
- Update Transactions (Clear, Cancel, Locate, Void)
- Non-Standard Queries

Custom Queries included in this Purchase Agreement.
None contracted

11 APPENDIX B - CUSTOM TRITECH INTERFACES

> **Note**: The Client is responsible for providing Application Programming Interface (API) documentation to these Third Party Systems that document the integration process for the level of interface integration defined by TriTech's response to the RFP. The Client is responsible for any services or software needed from such Third Party Systems to allow for interaction with the Third Party System API or for connecting to TriTech Interfaces Software in the absence of a Third Party API.

> **Note**: The scope of functionality for these custom interfaces is limited to 1) the capability of the TriTech System being interfaced and 2) the Application Programming Interface (API) capabilities of the external system being interfaced.

> **Note**: High level descriptions of each of the custom interfaces below will become the basis for the scope of detailed requirements, described in the OSD. Any changes in the requirements documented in the System OSDs, post approval of the OSDs are subject to formal Change Order.

> **Note**: The Client is responsible for coordinating the development of the vendor side of all interfaces to the third party applications for the interfaces that the vendor is not a TriTech Subcontractor, based on the Purchase Agreement.

List of Project's Custom Interfaces (OSDs to be provided):

Production Environment:

a) One (1) Crossroads Citation Import to RMS

b) ePolice Interface

Disaster Recovery Environment:

a) None contracted

Test Environment:

a) None contracted