

**ADDENDUM TO CENTRAL SQUARE TECHNOLOGIES, LLC'S AGREEMENT**

THIS ADDENDUM ("Addendum") is entered into by and between Fort Bend County, ("County"), a body corporate and politic under the laws of the State of Texas, and CentralSquare Technologies, LLC, ("CentralSquare"), a company authorized to conduct business in the State of Texas (hereinafter each referred to as a "party" or collectively as the "parties").

WHEREAS, subject to the changes herein, the parties have executed and accepted CentralSquare's Quote (Quote #: Q-92399), and Lease Service Access & Multi-Year Right to Use Agreement (the "Agreement"), attached hereto as Exhibit "A" and incorporated fully by reference, for a five year lease and right to use specified software and associated services (the "Services"); and

WHEREAS, County desires that CentralSquare provide Services as will be more specifically described in this Addendum; and

WHEREAS, CentralSquare represents that it is qualified and desires to perform such Services; and

WHEREAS, CentralSquare is the sole source provider of the Services as indicated by the letter attached hereto as Exhibit "B" and incorporated fully by reference; and

NOW, THEREFORE, in consideration of the mutual covenants and conditions set forth below, the parties agree as follows:

**AGREEMENT**

1. **Term.** The term of the Agreement is effective upon execution of both parties and will end no later than five (5) years thereafter, unless terminated sooner pursuant to the Agreement. The Agreement shall not automatically renew, but may be subsequently renewed in writing upon agreement of the parties.
2. **Scope of Services.** Subject to this Addendum, CentralSquare will render Services to County as described in Exhibits A, B, and C. All performance of the Scope of Services by CentralSquare including any changes in the Scope of Services and revision of work satisfactorily performed will be performed only when approved in advance and authorized by County.
3. **Payment; Non-appropriation; Taxes.** Payment shall be made by County within thirty (30) days of receipt of invoice. CentralSquare may submit invoice(s) electronically in a form acceptable to County via: [apauditor@fortbendcountytexas.gov](mailto:apauditor@fortbendcountytexas.gov). If County disputes charges related to the invoice submitted by CentralSquare, County shall notify CentralSquare no later than twenty-one (21) days after the date County receives the invoice. If County does not dispute the invoice, then County shall pay each such approved invoice within thirty (30)

insufficient funds are appropriated by Fort Bend County under the Agreement, Fort Bend County shall notify all necessary parties that the Agreement shall thereafter terminate and be null and void on the last day of the fiscal period for which appropriations were made without penalty, liability or expense to Fort Bend County. County is a body corporate and politic under the laws of the State of Texas and claims exemption from sales and use taxes. A copy of a tax-exempt certificate will be furnished upon request. Interest resulting from late payments by County shall be governed by Chapter 2251, TEXAS GOVERNMENT CODE. County reserves the right to withhold payment pending verification of satisfactory work performed.

Mutually approved travel and mileage expenses incurred in the performance of required Services will be compensated only in accordance with the County's Travel Policy, a copy of which will be provided upon request. Receipts evidencing travel related expenditures made by CentralSquare or CentralSquare's subcontractors shall be submitted to the County Auditor's Office:

Fort Bend County Auditor  
Attn: Robert Ed Sturdivant  
301 Jackson Street, Suite 701, Richmond, TX 77469

4. **Limit of Appropriation.** CentralSquare clearly understands and agrees, such understanding and agreement being of the absolute essence of this Agreement, that County shall have available the total maximum sum of One Million, Six Hundred Thirty-Seven Thousand, One Hundred Thirty-Nine and 79/100 dollars (\$1,637,139.79), specifically allocated to fully discharge any and all liabilities County may incur. CentralSquare does further understand and agree, said understanding and agreement also being of the absolute essence of this Agreement, that the total maximum compensation that CentralSquare may become entitled to and the total maximum sum that County may become liable to pay to CentralSquare shall not under any conditions, circumstances, or interpretations thereof exceed One Million, Six Hundred Thirty-Seven Thousand, One Hundred Thirty-Nine and 79/100 dollars (\$1,637,139.79). In no event will the amount paid by the County for all Services under this Agreement exceed this Limit of Appropriation without an amendment executed by the parties.
5. **Public Information Act and Open Meetings Act.** CentralSquare expressly acknowledges that County is subject to the Texas Public Information Act, TEX. GOV'T CODE ANN. §§ 552.001 *et seq.*, as amended, and notwithstanding any provision in the Agreement to the contrary, County will make any information related to the Agreement, or otherwise, available to third parties in accordance with the Texas Public Information Act. Any proprietary or confidential information marked as such provided to County by CentralSquare shall not be disclosed to any third party, except as directed by the Texas Attorney General in response to a request for such under the Texas Public Information Act, which provides for notice to the owner of such marked information and the opportunity for the owner of such information to notify the Attorney General of the reasons why such information should not be disclosed. The terms and conditions of the Agreement are not proprietary or confidential information.

CentralSquare expressly acknowledges that County is subject to the Texas Open Meetings Act, TEX. GOV'T CODE ANN. §§ 551.001 *et seq.*, as amended, and notwithstanding any provision in the Agreement to the contrary, County will comply with the provisions of the Texas Open Meetings Act in relation to the Agreement.

6. **Indemnity.** The parties agree that under the Constitution and laws of the State of Texas, County cannot enter into an agreement whereby County agrees to indemnify or hold harmless another party; therefore, all references of any kind to County defending, indemnifying, holding or saving harmless CentralSquare for any reason are hereby deleted. CentralSquare shall indemnify and defend County against all losses, liabilities, claims, causes of action, and other expenses, including reasonable attorney's fees, arising from activities of CentralSquare, its agents, servants or employees, performed under this agreement that result from the negligent act, error, or omission of CentralSquare or any of CentralSquare's agents, servants or employees. Notwithstanding anything to the contrary in the foregoing, if a loss, liability, claim, cause of action, or other expense is contributed to by the actions or omissions of County, or its employees, agents, or contractors, CentralSquare obligations under this Section shall be reduced to the extent of such actions or omissions based upon the principle of comparative fault.
7. **Applicable Law; Arbitration; Attorney Fees.** The laws of the State of Texas govern all disputes arising out of or relating to this Agreement. The parties hereto acknowledge that venue is proper in Fort Bend County, Texas, for all legal actions or proceedings arising out of or relating to the Agreement and waive the right to sue or be sued elsewhere. Nothing in the Agreement shall be construed to waive the County's sovereign immunity. County does not agree to submit disputes arising out of the Agreement to binding arbitration. Therefore, any references to binding arbitration or the waiver of a right to litigate a dispute are hereby deleted. County does not agree to pay any and/or all attorney fees incurred by CentralSquare in any way associated with the Agreement.
8. **No Waiver of Jury Trial.** The County does not agree that all disputes (including any claims or counterclaims) arising from or related to the Agreement shall be resolved without a jury. Therefore, any references to waiver of jury trial are hereby deleted.
9. **Certain State Law Requirements for Contracts.** The contents of this Section are required by Texas Law and are included by County regardless of content. For purposes of Sections 2252.152, 2271.002, and 2274.002, Texas Government Code, as amended, CentralSquare hereby verifies that CentralSquare and any parent company, wholly owned subsidiary, majority-owned subsidiary, and affiliate:
  - a. Unless affirmatively declared by the United States government to be excluded from its federal sanctions regime relating to Sudan or Iran or any federal sanctions regime relating to a foreign terrorist organization, is not identified on a list prepared and maintained by the Texas Comptroller of Public Accounts under Section 806.051, 807.051, or 2252.153 of the Texas Government Code.

- b. If employing ten (10) or more full-time employees and this Agreement has a value of \$100,000.00 or more, CentralSquare does not boycott Israel and is authorized to agree in such contracts not to boycott Israel during the term of such contracts. "Boycott Israel" has the meaning provided in § 808.001 of the Texas Government Code.
  - c. If employing ten (10) or more full-time employees and this Agreement has a value of \$100,000.00 or more, CentralSquare does not boycott energy companies and is authorized to agree in such contracts not to boycott energy companies during the term of such contracts. "Boycott energy company" has the meaning provided in § 809.001 of the Texas Government Code.
  - d. If employing ten (10) or more full-time employees and this Agreement has a value of \$100,000.00 or more, CentralSquare does not have a practice, policy, guidance, or directive that discriminates against a firearm entity or firearm trade association and is authorized to agree in such contracts not to discriminate against a firearm entity or firearm trade association during the term of such contracts. "Discriminate against a firearm entity or firearm trade association" has the meaning provided in § 2274.001(3) of the Texas Government Code. "Firearm entity" and "firearm trade association" have the meanings provided in § 2274.001(6) and (7) of the Texas Government Code.
10. **Modifications and Waivers.** The parties may not amend or waive the Agreement, except by a written agreement executed by both parties. No failure or delay in exercising any right or remedy or requiring the satisfaction of any condition under the Agreement, and no course of dealing between the parties, operates as a waiver or estoppel of any right, remedy, or condition. The rights and remedies of the parties set forth in the Agreement are not exclusive of, but are cumulative to, any rights or remedies now or subsequently existing at law, in equity, or by statute.
11. **Human Trafficking.** BY ACCEPTANCE OF CONTRACT, CENTRALSQUARE ACKNOWLEDGES THAT FORT BEND COUNTY IS OPPOSED TO HUMAN TRAFFICKING AND THAT NO COUNTY FUNDS WILL BE USED IN SUPPORT OF SERVICES OR ACTIVITIES THAT VIOLATE HUMAN TRAFFICKING LAWS.
12. **Use of Customer Name.** CentralSquare may use County's name without County's prior written consent only in any of CentralSquare's customer lists, any other use must be approved in advance by County.
13. **Product Assurance.** CentralSquare represents and warrants that its hardware, software and any related systems and/or services related to its software and/or hardware (collectively, the "Product") furnished by CentralSquare to County will not infringe upon or violate any patent, copyright, trademark, trade secret, or any other proprietary right of any third party. CentralSquare will, at its expense, defend any suit brought against County and will indemnify County against an award of damages and costs (including reasonable attorney fees, court costs and appeals), made against County by settlement or final judgment of a court that is based on a claim that the use of CentralSquare's Product infringes an intellectual property right of a third party. Such defense and indemnity shall survive termination or expiration of

the Agreement and CentralSquare's liability for the above is not limited by any limitation of liability clauses that may appear in any document executed by the parties.

14. **Limitations.** Limitations for the right to bring an action, regardless of form, must be governed by the laws of the State of Texas, Texas Civil Practice and Remedies Code § 16.070, as amended, and any provision to the contrary is hereby deleted.

15. **Performance Warranty.** CentralSquare warrants to County that CentralSquare has the skill and knowledge ordinarily possessed by well-informed members of its trade or profession practicing in the greater Houston metropolitan area and CentralSquare will apply that skill and knowledge with care and diligence to ensure that the Services provided hereunder will be performed and delivered in accordance with the highest professional standards.

CentralSquare warrants to County that the Services will be free from material errors and will materially conform to all requirements and specifications contained in the attached Exhibit A and Exhibit B.

16. **Conflict.** In the event there is a conflict between this Addendum and the Agreement, this Addendum controls to the extent of the conflict.

17. **Understanding, Fair Construction.** By execution of this Addendum, the parties acknowledge that they have read and understood each provision, term and obligation contained in this Addendum. This Addendum, although drawn by one party, shall be construed fairly and reasonably and not more strictly against the drafting party than the nondrafting party.

18. **Captions.** The section captions used in this Agreement are for convenience of reference only and do not affect the interpretation or construction of this Agreement.

19. **Electronic and Digital Signatures.** The parties to the Agreement agree that any electronic and/or digital signatures of the parties included in the Agreement are intended to authenticate this writing and to have the same force and effect as the use of manual signatures.

20. **County Data.** Nothing in the Agreement will be construed to waive the requirements of § 205.009 of the Texas Local Government Code. Upon termination of the Agreement or upon request by County, the County will be able to retrieve a copy of County data from CentralSquare in a standard industry format, at no additional cost to County. Nothing in this Agreement will be construed to waive the requirements of any record retention laws applicable to County.

21. **Assignment and Delegation.**

21.1. Neither party may assign any of its rights under the Agreement, except with the prior written consent of the other party. That party shall not unreasonably withhold its consent. All assignments of rights are prohibited under this subsection, whether they are voluntarily or involuntarily, by merger, consolidation, dissolution, operation of law, or any other manner.

- 21.2. Neither party may delegate any performance under the Agreement.
  - 21.3. Any purported assignment of rights or delegation of performance in violation of this Section is void.
  - 21.4. Nothing herein shall be construed as creating any personal liability on the part of any officer or agent of the County.
22. **Successors and Assigns.** County and CentralSquare bind themselves and their successors, executors, administrators and assigns to the other party of the Agreement and to the successors, executors, administrators and assigns of the other party, in respect to all covenants of the Agreement.
23. **Property Damage.** In the event of loss, damage, or destruction of any property of County due to the negligence, misconduct, wrongful act or omission on the part of CentralSquare, its employees, agents, representatives, or subcontractors, CentralSquare shall pay the full cost of either repair, reconstruction, or replacement of the property, at County's sole election, such cost shall be due and payable by CentralSquare ninety (90) calendar days after the date of CentralSquare's receipt from County of a written notice of the amount due.
24. **Personnel.** CentralSquare represents that it presently has, or is able to obtain, adequate qualified personnel in its employment for the timely performance of the Services required under this Agreement and that CentralSquare shall furnish and maintain, at its own expense, adequate and sufficient personnel, to perform the Services when and as required and without delays.

All employees of CentralSquare shall have such knowledge and experience as will enable them to perform the duties assigned to them. Any employee of CentralSquare or agent of CentralSquare who, in the opinion of County, is incompetent or by his conduct becomes detrimental to providing Services pursuant to this Agreement shall, upon request of County, immediately be removed from association with the Services required under this Agreement.

When performing Services on-site at the County, CentralSquare shall comply with, and ensure that all CentralSquare Personnel comply with, all rules, regulations and policies of County that are communicated to CentralSquare in writing, including security procedures concerning systems and data and remote access thereto, building security procedures, including the restriction of access by County to certain areas of its premises or systems for security reasons, and general health and safety practices and procedures.

If CentralSquare utilizes subcontractors to perform Services pursuant to this Agreement, CentralSquare will remain solely responsible for the performance of its obligations under the Agreement.

25. **Compliance with Laws.** CentralSquare shall comply with all federal, state, and local laws, statutes, ordinances, rules and regulations, and the orders and decrees of any courts or administrative bodies or tribunals in any matter affecting the performance of the Agreement,

including, without limitation, Worker's Compensation laws, minimum and maximum salary and wage statutes and regulations, licensing laws and regulations. When required by County, CentralSquare shall furnish County with certification of compliance with said laws, statutes, ordinances, rules, regulations, orders, and decrees above specified. If a subsequently enacted law, statute, ordinance, rule or regulation, decrees of any courts or administrative bodies or tribunals imposes substantial additional costs on CentralSquare, CentralSquare may request an amendment to the Agreement in order to address such additional costs.

26. **Confidential Information.** CentralSquare acknowledges that it and its employees or agents may, in the course of performing their responsibilities under the Agreement, be exposed to or acquire information that is confidential to County. Any and all information of any form obtained by CentralSquare or its employees or agents from County in the performance of the Agreement shall be deemed to be confidential information of County ("Confidential Information"). Any reports or other documents or items (including software) that result from the use of the Confidential Information by CentralSquare shall be treated with respect to confidentiality in the same manner as the Confidential Information. Confidential Information shall be deemed not to include information that (a) is or becomes (other than by disclosure by CentralSquare) publicly known or is contained in a publicly available document; (b) is rightfully in CentralSquare's possession without the obligation of nondisclosure prior to the time of its disclosure under this Agreement; or (c) is independently developed by employees or agents of CentralSquare who can be shown to have had no access to the Confidential Information.

CentralSquare agrees to hold Confidential Information in strict confidence, using at least the same degree of care that CentralSquare uses in maintaining the confidentiality of its own confidential information, and not to copy, reproduce, sell, assign, license, market, transfer or otherwise dispose of, give, or disclose Confidential Information to third parties or use Confidential Information for any purposes whatsoever other than the provision of Services to County hereunder, and to advise each of its employees and agents of their obligations to keep Confidential Information confidential. CentralSquare shall use its best efforts to assist County in identifying and preventing any unauthorized use or disclosure of any Confidential Information. Without limitation of the foregoing, CentralSquare shall advise County immediately in the event CentralSquare learns or has reason to believe that any person who has had access to Confidential Information has violated or intends to violate the terms of this Agreement and CentralSquare will at its expense cooperate with County in seeking injunctive or other equitable relief in the name of County or CentralSquare against any such person. CentralSquare agrees that, except as directed by County, CentralSquare will not at any time during or after the term of the Agreement disclose, directly or indirectly, any Confidential Information to any person, and that upon termination of the Agreement or at County's request, CentralSquare will promptly turn over to County all documents, papers, and other matter in CentralSquare's possession which embody Confidential Information.

CentralSquare acknowledges that a breach of this Section, including disclosure of any Confidential Information, or disclosure of other information that, at law or in equity,

ought to remain confidential, will give rise to irreparable injury to County that is inadequately compensable in damages. Accordingly, County may seek and obtain injunctive relief against the breach or threatened breach of the foregoing undertakings, in addition to any other legal remedies that may be available. CentralSquare acknowledges and agrees that the covenants contained herein are necessary for the protection of the legitimate business interest of County and are reasonable in scope and content.

## **27. Termination.**

- 27.1. Termination for Convenience. County may terminate this Agreement at any time upon thirty (30) days written notice.
- 27.2. Termination for Default. County may terminate the whole or any part of this Agreement for cause in the following circumstances:
  - (a). If CentralSquare fails to timely perform Services pursuant to the Agreement or any extension thereof granted by the County in writing;
  - (b). If CentralSquare materially breaches any of the covenants or terms and conditions set forth in the Agreement or fails to perform any of the other provisions of the Agreement or so fails to make progress as to endanger performance of the Agreement in accordance with its terms, and in any of these circumstances does not cure such breach or failure to County's reasonable satisfaction within a period of thirty (30) calendar days after receipt of notice from County specifying such breach or failure.
- 27.3. If, after termination, it is determined for any reason whatsoever that CentralSquare was not in default, or that the default was excusable, the rights and obligations of the parties shall be the same as if the termination had been issued for the convenience of the County in accordance with § 27.1 above.
- 27.4. Upon termination of this Agreement, County shall compensate CentralSquare in accordance with § 3, above, for those Services which were provided under the Agreement prior to its termination and which have not been previously invoiced to County. CentralSquare's final invoice for said Services will be presented to and paid by County in the same manner set forth in § 3 above.
- 27.5. If County terminates the Agreement as provided in this Section, no fees of any type, other than fees due and payable at the Termination Date, shall thereafter be paid to CentralSquare.
- 27.6. If County terminates the Agreement prior to the termination date, County shall not be subject to any early termination fee or other penalty.
- 27.7. Upon termination of the Agreement for any reason, if CentralSquare has any property in its possession belonging to County, CentralSquare will account for the same, and dispose of it in the manner the County directs.



28. **Independent Contractor.** In the performance of work or services hereunder, CentralSquare shall be deemed an independent contractor, and any of its agents, employees, officers, or volunteers performing work required hereunder shall be deemed solely as employees of CentralSquare or, where permitted, of its subcontractors. CentralSquare and its agents, employees, officers, or volunteers shall not, by performing work pursuant to the Agreement, be deemed to be employees, agents, or servants of County and shall not be entitled to any of the privileges or benefits of County employment.
29. **Further Assurances.** Each party further agrees that it shall take any and all necessary steps and sign and execute any and all necessary documents or agreements required to implement the terms of the agreement of the parties contained in this contract, and each party agrees to refrain from taking any action, either expressly or impliedly, which would have the effect to prohibiting or hindering the performance of the other party to the Agreement.
30. **Third Party Beneficiaries.** the Agreement does not confer any enforceable rights or remedies upon any person other than the parties.
31. **Severability.** If any provision of the Agreement is determined to be invalid, illegal, or unenforceable, the remaining provisions remain in full force, if the essential terms and conditions of the Agreement for each party remain valid, binding, and enforceable.
32. **Dispute Resolution.**
- 32.1. The parties shall attempt in good faith to resolve promptly any dispute arising out of or relating to the Agreement by negotiation between the parties. In the event the dispute cannot be settled through negotiation, the parties agree to submit the dispute to non-binding mediation.
- 32.2. The party requesting mediation shall notify the other party in writing of the dispute desired to be mediated. If the parties are unable to resolve their differences within ten (10) days of the receipt of such notice, such dispute shall be submitted for mediation.
- 32.3. Each party shall be responsible for its own costs associated with the mediation.
- 32.4. The requirement to seek mediation shall be a condition required before filing an action at law or in equity, unless to do so would prevent either party from seeking relief in a court of law or equity under any applicable statute of limitations.
- 32.5. CentralSquare acknowledges that County is subject to the requirements of the Texas Open Meetings Act, TEX. GOV'T CODE ANN. §§ 551.001 *et seq.*, as amended, and notwithstanding any provision in the Agreement to the contrary, the County will comply with the provisions of the Open Meetings Act.

### 33. Insurance.

A. Prior to commencement of the Services, CentralSquare shall furnish County with properly executed certificates of insurance which shall evidence all insurance required and provide that such insurance shall not be canceled, and that notice shall be provided in accordance with policy provisions. Within 30 days from the date of County's request, CentralSquare shall provide certified copies of insurance endorsements and/or policies if requested by county. CentralSquare shall maintain such insurance coverage from the time Services commence until Services are completed and provide replacement certificates, policies and/or endorsements for any such insurance expiring prior to completion of Services. CentralSquare shall obtain such insurance written on an Occurrence form from such companies having Bests rating of A/VII or better, licensed or approved to transact business in the State of Texas, and shall obtain such insurance of the following types and minimum limits:

1. Workers Compensation in accordance with the laws of the State of Texas. Substitutes to genuine Workers' Compensation Insurance will not be allowed.
2. Employers' Liability insurance with limits of not less than \$1,000,000 per injury by accident, \$1,000,000 per injury by disease, and \$1,000,000 per bodily injury by disease.
3. Commercial general liability insurance with a limit of not less than \$1,000,000 each occurrence and \$2,000,000 in the annual aggregate. Policy shall cover liability for bodily injury, personal injury, and property damage and products/completed operations arising out of the business operations of the policyholder.
4. Business Automobile Liability coverage applying to non-owned and hired automobiles with limits not less than \$1,000,000 each occurrence combined single limit for Bodily Injury and Property Damage combined.
5. Professional Liability insurance for Information Technology, including Cyber Risk may be made on a Claims Made form with limits not less than \$1,000,000 each claim/loss with a \$2,000,000 aggregate. The insurance should provide coverage for the following risks:
  - (1). Liability arising from theft, dissemination, and/or use of confidential information (a defined term including but not limited to bank account, credit card account, personal information such as name, address, social security numbers, etc.,) stored or transmitted in electronic form.
  - (2). Network security liability arising from the unauthorized access to, use of, or tampering with computer systems, including hacker attacks or inability of an authorized third party to gain access to your

services, including denial of service, unless caused by a mechanical or electrical failure

(3). Liability arising from the introduction of a computer virus into, or otherwise causing damage to, a customer's or third person's computer, computer system, network, or similar computer-related property and the data, software, and programs thereon.

- B. County and the members of Commissioners Court shall be included as additional insured to all required coverage except for Workers' Compensation and Professional Liability (if required). All Liability policies written on behalf of CentralSquare shall contain a waiver of subrogation in favor of County and members of Commissioners Court. For Commercial General Liability, the County shall be included as an Additional Insured on a Primary & Non-Contributory basis.
  - C. If required coverage is written on a claims-made basis, CentralSquare warrants that any retroactive date applicable to coverage under the policy precedes the effective date of the Contract and that continuous coverage will be maintained or an extended discovery period will be exercised for a period of 2 years beginning from the time the work under this Contract is completed.
  - D. CentralSquare shall not commence any portion of the work under this Contract until it has obtained the insurance required herein and certificates of such insurance have been filed with and approved by Fort Bend County.
  - E. No cancellation of or changes to the certificates, or the policies, may be made without thirty (30) days prior, written notification to Fort Bend County.
  - F. Approval of the insurance by Fort Bend County shall not relieve or decrease the liability of the CentralSquare.
34. **Remote Access.** CentralSquare requires the use of BeyondTrust or SecureLink for purposes of support, installation, integrations, configurations, and/or maintenance as applicable in accordance with the CentralSquare Access Management Policy attached to this Addendum as Exhibit C. County acknowledges and agrees to the use of BeyondTrust or SecureLink for remote access in accordance with Exhibit C, and incorporated fully by reference. However, if CentralSquare requires different remote access other than as outlined in Exhibit C to County Systems for support, installation, integrations, configurations, and/or maintenance of CentralSquare's product and/or Services, except as otherwise agreed by the parties and approved by the County's Director of Information Technology and Chief Information Officer in writing, the below requirements must be met before CentralSquare is granted remote access to County Systems:
- (A). CentralSquare will adhere to the restricted and monitored channels that are provided by the County, or other technologies approved in advance in writing by the County's Director of Information Technology and Chief Information Officer.

- (B). CentralSquare will neither implement nor deploy a remote access solution which bypasses and/or is designed to bypass County provided or approved controls. CentralSquare will not access County Systems via unauthorized methods.
- (C). CentralSquare's remote access to County Systems will only be requested and activated on as-needed basis and disabled when not in use.
- (D). Remote access is restricted only to County Systems necessary for CentralSquare to conduct their services and/or provide Services to County pursuant to this Agreement.
- (E). CentralSquare will allow only its Workforce approved in advance by County to access County Systems. CentralSquare will promptly notify County whenever an individual member of CentralSquare's Workforce who has access to County Systems leaves its employ or no longer requires access to County Systems. CentralSquare will keep a log of access when its Workforce remotely accesses County Systems. CentralSquare will supply County with evidence of access logs concerning remote access to County Systems upon written request from County. Such access logs will be provided to County, within three business days from the date of County's request. These requests may be used to confirm compliance with these terms and/or to investigate a security incident.
- (F). If any member(s) of CentralSquare's Workforce is provided with remote access to County Systems, then CentralSquare's Workforce will not remotely log-in to County Systems from a public internet access device (e.g., airport computer terminal, or Internet café). This is due to the possibility of sensitive information being monitored by video or computer surveillance in public areas.
- (G). Failure of CentralSquare to comply with this Section may result in CentralSquare and/or CentralSquare's Workforce losing remote access to County Systems. County reserves the right at any time to disable remote access to protect County Systems.
- (H). For purposes of this Section, "Workforce" means employees, agents, subcontractors (where permitted), and/or other persons whose conduct, in the performance of work for CentralSquare, is under the direct control of CentralSquare, whether or not they are paid by CentralSquare and who have direct or incidental access to County Systems.
- (I). For purposes of this Section, "Systems" means any: (i.) computer programs, including, but not limited to, software, firmware, application programs, operating systems, files and utilities; (ii.) supporting documentation for such computer programs, including, without limitation, input and output formats, program listings, narrative descriptions and operating instructions; (iii.) data and/or media; (iv.) equipment, hardware, servers, and/or devices; and/or (v.) network(s).

### 35. Notices.

- 35.1. Each party giving any notice or making any request, demand, or other communication (each, a "Notice") pursuant to the Agreement shall do so in writing and shall use one of the following methods of delivery, each of which, for purposes of the Agreement, is a writing: personal delivery, registered or certified mail (in

each case, return receipt requested and postage prepaid), or nationally recognized overnight courier (with all fees prepaid).

- 35.2. Each party giving a Notice shall address the Notice to the receiving party at the address listed below or to another address designated by a party in a Notice pursuant to this Section:

County: Fort Bend County Information Technology Department  
Attn: Information Technology Director  
301 Jackson Street  
Richmond, Texas 77469

With a copy to: Fort Bend County  
Attn: County Judge  
301 Jackson Street  
Richmond, Texas 77469

Contractor: CentralSquare Technologies, LLC  
1000 Business Center Drive  
Lake Mary, Florida 32746  
Attention: Legal/Contracts

- 35.3. A Notice is effective only if the party giving or making the Notice has complied with subsections 35.1 and 35.2 and if the addressee has received the Notice. A Notice is deemed received as follows:

35.3.1. If the Notice is delivered in person, or sent by registered or certified mail or a nationally recognized overnight courier, upon receipt as indicated by the date on the signed receipt.


35.3.2. If the addressee rejects or otherwise refuses to accept the Notice, or if the Notice cannot be delivered because of a change in address for which no Notice was given, then upon the rejection, refusal, or inability to deliver.

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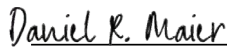
IN WITNESS WHEREOF, this Addendum is signed, accepted, and agreed to by all parties by and through the parties or their agents or authorized representatives. All parties hereby acknowledge that they have read and understood this Addendum and the attachments and exhibits hereto. All parties further acknowledge that they have executed this legal document voluntarily and of their own free will.

**FORT BEND COUNTY**

  
\_\_\_\_\_  
County Judge KP George  
KP George, County Judge

**CENTRAL SQUARE TECHNOLOGIES, LLC**

DocuSigned by:

  
\_\_\_\_\_  
EA124E78B4E5410

Authorized Agent – Signature

September 27, 2022

Date

ATTEST:

  
\_\_\_\_\_  
Laura Richard, County Clerk



Daniel R. Maier

Authorized Agent- Printed Name

CRO

Title

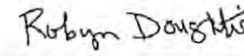
9/21/2022

Date

REVIEWED:

  
Fort Bend County Sheriff's Office

REVIEWED:

  
Information Technology Office

**AUDITOR'S CERTIFICATE**

I hereby certify that funds in the amount of \$ 1,637,139.79 are available to pay the obligation of Fort Bend County within the foregoing Agreement.


  
Robert Ed Sturdivant, County Auditor

Exhibit A: CentralSquare's Quote (Quote #: Q-92399), and Lease Service Access & Multi-Year Right to Use Agreement;  
Exhibit B: Sole Source Letter; and  
Exhibit C: CentralSquare Access Management Policy

I:\AGREEMENTS\2022 Agreements\IT\CentralSquare Technologies, LLC (22-IT-101282)\Addendum to Agreement with CentralSquare Technologies, LLC.docx aw

# Exhibit A



**Quote #:** Q-92399

**Primary Quoted Solution:** PSJ Enterprise

**Quote expires on:** October 04, 2022

**Quote prepared for:**

Tiffany Budnik

Fort Bend Sheriff's Office

1410 Ransom Rd

Richmond, TX 77469

(281) 341-3860

Thank you for your interest in CentralSquare. CentralSquare provides software that powers over 8,000 communities. More about our products can be found at [www.centalsquare.com](http://www.centalsquare.com).

## WHAT SOFTWARE IS INCLUDED?

### ANALYTICS

	PRODUCT NAME	QUANTITY	UNIT PRICE	DISCOUNT	TOTAL
1.	CrimeView Analytics: Informative (3 years data) CST System Subscription	1	9,700.00	- 3,104.00	6,596.00
2.	CrimeView Analytics: Standard (3 years data) CST System Subscription	1	7,100.00	- 2,272.00	4,828.00

<b>Analytics Software Subtotal</b>	16,800.00 USD
<b>Analytics Software Discount</b>	- 5,376.00 USD
<b>Analytics Software Total</b>	11,424.00 USD

### CAD

	PRODUCT NAME	QUANTITY	UNIT PRICE	DISCOUNT	TOTAL
3.	Enterprise CAD Browser (OP) Annual Subscription Fee	1	4,300.00	- 1,376.00	2,924.00
4.	Enterprise CAD Disaster Recovery System (OP) Annual Subscription Fee	1	2,500.00	- 800.00	1,700.00
5.	Enterprise CAD Mapping (OP) Annual Subscription Fee	4	200.00	- 256.00	544.00
6.	Enterprise CAD Mapping Test or Training (OP) Annual Subscription Fee	1	200.00	- 64.00	136.00
7.	Enterprise CAD Position (OP) Annual Subscription Fee	4	4,300.00	- 5,504.00	11,696.00
8.	Enterprise CAD Routing Server - Disaster Recovery (OP) Annual Subscription Fee	1	1,300.00	- 416.00	884.00
9.	Enterprise CAD Routing Server - Test or Trn. System (OP) Annual Subscription Fee	1	1,300.00	- 416.00	884.00

10.	Enterprise CAD Routing Server (OP) Annual Subscription Fee	1	8,100.00	- 2,592.00	5,508.00
11.	Enterprise CAD Server Software (OP) Annual Subscription Fee	1	11,700.00	- 3,744.00	7,956.00
12.	Enterprise CAD Test or Training System (OP) Annual Subscription Fee	1	2,500.00	- 800.00	1,700.00
13.	Enterprise CAD the Archive Server Software (OP) Annual Subscription Fee	1	1,100.00	- 352.00	748.00
14.	Enterprise CAD The GISLink Utility Position (OP) Annual Subscription Fee	1	2,200.00	- 704.00	1,496.00
15.	NCIC/State Query Position for Enterprise CAD (OP) Annual Subscription Fee	4	200.00	- 256.00	544.00

**CAD Software Subtotal** 54,000.00 USD  
**CAD Software Discount** - 17,280.00 USD  
**CAD Software Total** 36,720.00 USD

## INTERFACES

	PRODUCT NAME	QUANTITY	UNIT PRICE	DISCOUNT	TOTAL
16.	CentralSquare Message Switch (OP) Annual Subscription Fee	1	9,500.00	- 3,040.00	6,460.00
17.	CentralSquare Message Switch Additional Transaction (OP) Annual Subscription Fee	40	1,500.00	- 19,200.00	40,800.00
18.	Enterprise CAD ASAP Interface Annual Subscription (OP) Annual Subscription Fee	1	5,500.00	- 1,760.00	3,740.00
19.	Enterprise CAD CryWolf Alarm Incidents Export (OP) Annual Subscription Fee	1	0.00		0.00
20.	Enterprise CAD CryWolf Permits Import (OP) Annual Subscription Fee	1	0.00		0.00
21.	Enterprise Jail Aramark Commissary Interface (Two-way) Annual Subscription Fee	1	6,101.25	- 1,952.40	4,148.85
22.	Enterprise Jail LiveScan/AFIS Interface (Export) Annual Subscription Fee	1	7,666.04	- 2,453.13	5,212.91
23.	Enterprise Jail VINE Interface (Export) Annual Subscription Fee	1	4,481.08	- 1,433.95	3,047.13
24.	Standard ANI/ALI Interface (OP) Annual Subscription Fee	1	3,900.00	- 1,248.00	2,652.00
25.	Standard Brazos Citation Importer - Texas Annual Subscription Fee	1	5,000.00	- 1,600.00	3,400.00
26.	Standard Law Enforcement Information Exchange (LInX)	1	5,000.00	- 1,600.00	3,400.00

	Publisher Annual Subscription Fee				
27.	Standard LexisNexis DORS Incident Importer (Coplogic) Annual Subscription Fee	1	3,700.00	- 1,184.00	2,516.00
28.	Standard Station Alert/Printing (Rip-and-Run) (OP) Annual Subscription Fee	1	13,000.00	- 4,160.00	8,840.00
29.	Std Enterprise CAD External Incident Data Transfer (OP) Annual Subscription Fee	1	6,500.00	- 2,080.00	4,420.00

**Interfaces Software Subtotal** 130,348.37 USD  
**Interfaces Software Discount** - 41,711.48 USD  
**Interfaces Software Total** 88,636.89 USD

### JMS

	PRODUCT NAME	QUANTITY	UNIT PRICE	DISCOUNT	TOTAL
30.	Enterprise Jail Advanced (Agency Site License) Annual Subscription Fee	1	25,041.88	- 8,013.40	17,028.48
31.	Enterprise Jail Core (Agency Site License) Annual Subscription Fee	1	75,107.98	- 24,034.55	51,073.43
32.	Enterprise Jail Core Annual Subscription Fee	1	6,480.65	- 2,073.81	4,406.84
33.	Enterprise Jail Financial Advanced (Agency Site License) Annual Subscription Fee	1	15,785.20	- 5,051.26	10,733.94
34.	Enterprise Jail Financial Core (Agency Site License) Annual Subscription Fee	1	0.00		0.00
35.	Enterprise Jail Financial Core Annual Subscription Fee	1	0.00		0.00
36.	Enterprise Jail NDEx Adapter (IB IEPD) Annual Subscription Fee	1	0.00		0.00
37.	Enterprise Jail Personnel Advanced (Agency Site License) Annual Subs Fee	1	1,002.13	- 320.68	681.45
38.	Enterprise Jail Personnel Core (Agency Site License) Annual Subscription Fee	1	0.00		0.00
39.	Enterprise Jail Personnel Core Annual Subscription Fee	1	0.00		0.00
40.	Enterprise Jail Reporting Core Annual Subscription Fee	1	0.00		0.00
41.	Enterprise Jail Reporting Universal Interface Engine Annual Subscription Fee	1	0.00		0.00
42.	Enterprise Jail Time Synchronization Interface Annual Subscription Fee	1	0.00		0.00

**JMS Software Subtotal** 123,417.84 USD  
**JMS Software Discount** - 39,493.70 USD  
**JMS Software Total** 83,924.14 USD

## MOBILE

	PRODUCT NAME	QUANTITY	UNIT PRICE	DISCOUNT	TOTAL
43.	Enterprise Mobile Base Position w/ CJIS/NCIC Forms (OP) Annual Subscription Fee	675	400.00	- 86,400.00	183,600.00
44.	Enterprise Mobile Disaster Recovery System (OP) Annual Subscription Fee	1	2,300.00	- 736.00	1,564.00
45.	Enterprise Mobile Mapping (OP) Annual Subscription Fee	675	100.00	- 21,600.00	45,900.00
46.	Enterprise Mobile Mapping Test or Training (OP) Annual Subscription Fee	1	100.00	- 32.00	68.00
47.	Enterprise Mobile Server Software (OP) Annual Subscription Fee	1	43,200.00	- 13,824.00	29,376.00
48.	Enterprise Mobile Test or Training System (OP) Annual Subscription Fee	1	2,300.00	- 736.00	1,564.00
49.	Field Ops (OP) Annual Subscription Fee	100	120.00	- 3,840.00	8,160.00

**Mobile Software Subtotal** 397,400.00 USD  
**Mobile Software Discount** - 127,168.00 USD  
**Mobile Software Total** 270,232.00 USD

## RMS

	PRODUCT NAME	QUANTITY	UNIT PRICE	DISCOUNT	TOTAL
50.	Enterprise Records Accident Annual Subscription Fee	1	5,100.00	- 1,632.00	3,468.00
51.	Enterprise Records Base Annual Subscription Fee	606	525.00	- 77,149.86	241,000.14
52.	Enterprise Records Evidence and Barcoding Annual Subscription Fee	1	5,100.00	- 1,632.00	3,468.00
53.	Enterprise Records GIS (with CAD) Annual Subscription Fee	1	0.00		0.00
54.	Enterprise Records Reporting Server Annual Subscription Fee	1	1,000.00	- 320.00	680.00
55.	Enterprise RMS NIBRS Module Annual Subscription	1	10,800.00	- 3,456.00	7,344.00

**RMS Software Subtotal** 340,150.00 USD  
**RMS Software Discount** - 84,189.86 USD  
**RMS Software Total** 255,960.14 USD

## SOFTWARE SUMMARY

<b>Software Subtotal</b>	1,062,116.21
	USD
<b>Software Discount</b>	- 315,219.04
	USD
<b>Software Total</b>	<b>746,897.17 USD</b>

## WHAT SERVICES ARE INCLUDED?

### SERVICES

DESCRIPTION	TOTAL
1. Estimated Travel & Living Enterprise PSJ	42,000.00
2. PSJ Cloud Startup Fee	10,000.00
3. Public Safety Consulting Services - Fixed Fee	260,130.00
4. Public Safety Data Conversion Services - Fixed Fee	261,105.00
5. Public Safety GIS/Analytics Services - Fixed Fee	55,575.00
6. Public Safety Project Management Services - Fixed Fee	156,975.00
7. Public Safety Technical Services - Fixed Fee	136,500.00
8. Public Safety Training Services - Fixed Fee	70,785.00
<b>Services Services Subtotal</b>	<b>993,070.00 USD</b>
<b>Services Services Discount</b>	<b>- 136,431.02 USD</b>
<b>Services Services Total</b>	<b>856,638.98 USD</b>

## SERVICES SUMMARY

<b>Services Subtotal</b>	993,070.00 USD
<b>Services Discount</b>	- 136,431.02 USD
<b>Services Total</b>	<b>856,638.98 USD</b>

## WHAT HARDWARE IS INCLUDED?

### SERVERS

PRODUCT NAME	QUANTITY	UNIT PRICE	DISCOUNT	TOTAL
1. Enterprise Jail Production Server	1	12,585.24		12,585.24

Annual Subscription Fee

2.	Enterprise Jail Training/Testing Server Annual Subscription Fee	1	9,613.72	9,613.72
3.	Enterprise Jail Warm Standby Server Annual Subscription Fee	1	11,404.68	11,404.68
Servers Hardware Subtotal				USD
Servers Hardware Discount				- USD
Servers Hardware Total				USD

HARDWARE SUMMARY

Hardware Total	33,603.64 USD
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QUOTE SUMMARY

Software Subtotal	1,062,116.21 USD
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Services Subtotal	993,070.00 USD
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Hardware Subtotal	33,603.64 USD
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**Quote Subtotal** 2,088,789.85 USD

**Discount** - 451,650.06 USD

**Quote Total** 1,637,139.79 USD

## WHAT ARE THE RECURRING FEES?

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TYPE	AMOUNT
FIRST YEAR MAINTENANCE TOTAL	0.00
FIRST YEAR SUBSCRIPTION TOTAL	780,500.81

The amount totals for Maintenance and/or Subscription on this quote include only the first year of software use and maintenance. Renewal invoices will include this total plus any applicable uplift amount as outlined in the relevant purchase agreement.

This Quote is not intended to constitute a binding agreement. The terms herein shall only be effective once incorporated into a definitive written agreement with CentralSquare Technologies (including its subsidiaries) containing other customary commercial terms and signed by authorized representatives of both parties.

## BILLING INFORMATION

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Fees will be payable within 30 days of invoicing.

Please note that the Unit Price shown above has been rounded to the nearest two decimal places for display purposes only. The actual price may include as many as five decimal places. For example, an actual price of \$21.37656 will be shown as a

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Unit Price of \$21.38. The Total for this quote has been calculated using the actual prices for the product and/or service, rather than the Unit Price displayed above.

Prices shown do not include any taxes that may apply. Any such taxes are the responsibility of Customer. This is not an invoice.

For customers based in the United States or Canada, any applicable taxes will be determined based on the laws and regulations of the taxing authority(ies) governing the "Ship To" location provided by Customer on the Quote Form.

## **PURCHASE ORDER INFORMATION**

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Is a Purchase Order (PO) required for the purchase or payment of the products on this Quote Form? (Customer to complete)

Yes [ ] No [ ]

Customer's purchase order terms will be governed by the parties' existing mutually executed agreement, or in the absence of such, are void and will have no legal effect.

PO Number:

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Initials:

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## EXHIBIT A

### Terms and Conditions for On-Prem Subscriptions

BY INDICATING YOUR ACCEPTANCE, OR BY USING THE SOFTWARE, YOU ACCEPT THE TERMS AND CONDITIONS AS STATED HEREIN.

1. **Subscription Access.** Customer is purchasing subscription priced software under this Quote. So long as Client has paid the annual subscription fees and is current at all times with the subscription fees as stated herein, CentralSquare grants to Client a limited non-exclusive, non-transferable access to use the subscription software granted in this Quote. Client understands and acknowledges no ownership or any form of intellectual property rights transfer under the terms of this Quote.

If customer terminates this Quote in accordance with the termination for convenience provision below, customer shall be entitled to a pro-rata refund of the annual subscription fee, calculated by the remaining months in the applicable annual subscription.

2. **Termination for Convenience.** This Quote may be terminated without cause by either party by providing written notice to the other party thirty (30) days prior to the date of termination.
3. **Termination of Access Rights.** Upon termination of this Quote, (i) all rights granted herein shall terminate immediately and automatically upon the effective date of such termination; (ii) Customer's right to the accessed software granted herein shall terminate; and (iii) Customer will cease using such software and at CentralSquare's direction return or destroy the software and any supplemental confidential information or documentation.
4. **Right to Audit.** Customer shall maintain for a reasonable period, but in no event less than three (3) years after expiration or termination of this Quote, the systems, books and records necessary to accurately reflect compliance with software access and the use thereof under this Quote. Upon request, Customer shall permit CentralSquare and its directors, officers, employees, and agents to have on-site access at Customer's premises (or remote access as the case may be) during normal business hours to audit such systems, books, and records for the purpose of verifying Customer's use of the software to monitor compliance with this Quote no more than once per year. If an audit reveals that Customer has exceeded the restrictions on use or non-compliance with this Quote, Customer shall be responsible for the reimbursement of all costs related to the audit and prompt payment by Customer to CentralSquare of any underpayment.

# **LEASE SERVICE ACCESS & MULTI-YEAR RIGHT TO USE AGREEMENT**

FOR

**Fort Bend Sheriff's Office, TX**

# LEASE SERVICE ACCESS & MULTI-YEAR RIGHT TO USE AGREEMENT

**Client:** Fort Bend Sheriff's Office

**Address:** 1410 Ransom Rd.

**City, State Zip:** Richmond, TX 77469

**Phone:** 281-341-4704

**Contact Name:** Robyn Doughtie

## I. INTRODUCTION

This Agreement is made by and between CentralSquare Technologies, LLC, referred to as "CentralSquare", with offices at 1000 Business Center Drive, Lake Mary, FL 32746, and the entity named above, referred to as "Fort Bend Sheriff's Office" (Client and CentralSquare collectively are "Parties" herein, individually a "Party"), for the use of an on-premise implementation of CentralSquare's CAD Enterprise.

- A. WHEREAS, Client entered into a certain Tiburon, Inc. Software and Services Agreement as amended and supplemented for Software products with TriTech Software Systems, a CentralSquare Technologies company, as successor in interest to Tiburon, Inc. ("TriTech"); and
- B. WHEREAS, Client is a currently licensed end user of the Tiburon Software; and
- C. WHEREAS, through asset purchase, CentralSquare Technologies, LLC is the owner of all TriTech products, services, and contractual obligations, including those of TriTech's subsidiaries such as Tiburon, Inc.; and
- D. WHEREAS, Client desires to discontinue use of the TriTech solution and upgrade to the CentralSquare Software identified in this Agreement; and
- E. WHEREAS, this Agreement revokes and replaces, upon go-live, all software, services, and support related to the Tiburon, Inc. products that are being replaced by this Agreement and its Exhibits.

NOW, THEREFORE, in consideration of the mutual covenants and conditions contained in this Agreement, the Parties hereto agree as follows:

## II. Services; Software.

- A. Under the terms of this Agreement, CentralSquare will be responsible for providing the following services ("Services"):
  - (i) Providing CentralSquare's software ("Software") as indicated on Addendum 2 attached hereto;
  - (ii) Providing the Client with technical support for the Software as set forth in Schedule A ("Technical Support"), and other related services as further defined in the Addendum 2 attached hereto;

- (iii) Providing the Client with certain user manuals and/or online Software education or other information on the CentralSquare website to assist Client with its use of the Software ("Documentation");
  - (iv) Providing any other Software related services stated in Addendum 2, attached hereto (together, the "Lease Services"). Schedule A, Technical Support and any Documentation may be updated by CentralSquare from time to time in its sole discretion upon written notice to Client;
  - (v) Providing the Client with initial training as stated in Addendum 2, attached hereto; and
  - (vi) Populating the Software and the associated database(s) with Client Information (as defined in Section VIII (B) hereof) and otherwise assist Client with the setup of the Software (together, the "Implementation Services").
  - (vii) If applicable, CentralSquare and Client shall mutually agree in writing on a schedule for transfer of data from Client's existing system to the applicable application.
- B. Force Majeure. CentralSquare shall not be responsible for delays in performance, including connectivity issues, due to disruption of internet services, war, acts of terrorism, epidemic or pandemic, strike, fire, riot or insurrection, natural disaster, delay of carriers, governmental order or regulation, unavailability of facilities, equipment or software from suppliers, the actions or omissions of Client or its officers, directors, employees, agents, contractors or elected officials and/or other similar occurrences beyond CentralSquare's reasonable control.
- C. This Agreement allows Client to use the Software located on online servers, to which Client will be granted limited remote access. Client shall not receive a physical copy of the Software in any form but will have the ability to use the Software on servers, and to access the Software remotely as directed by CentralSquare.

### **III. License; Access.**

- A. Provided that Client has paid the applicable Fees (as defined in Section IV (A) hereof), CentralSquare grants to Client a limited non-exclusive, non-transferable access to use the Lease Services, including the Software, through Client's computer(s) for Client's internal operational use only for the Term set forth in Section V unless otherwise agreed to by CentralSquare in writing, and CentralSquare shall perform the applicable Implementation Services for the Client. The Lease Services may only be accessed by an Authorized User. Client is expressly prohibited from sublicensing, selling, renting, leasing, providing service bureau or timeshare services, distributing or otherwise making the Lease Services or the Software available to third parties other than any third-party Authorized Users.
- B. For purposes of this Agreement, an "Authorized User" is an individual (i) who is an employee of Client, a contractor or other representative of Client and (ii) who has been properly issued a valid password that subsequently has not been deactivated.
- C. Access to the Lease Software and Services by Authorized Users is enabled only by passwords to Authorized Users. Client is solely responsible for the management and control of those passwords and Authorized Users shall not be permitted to disclose or transfer a password to any third party. Client shall assign a "Client Administrator" to provide such password management and control.
- D. Client acknowledges (i) that the protection of passwords issued to Authorized Users is an integral part of CentralSquare's security and data protection process and procedures and, (ii) that CentralSquare will rely on Client utilizing and maintaining proper password control obligations and procedures. In the event that Client has reasonable cause to believe that a password is being improperly used by an Authorized User or used by an unauthorized person, Client shall promptly notify CentralSquare. CentralSquare reserves the right to deactivate a compromised password immediately upon notice from Client without further notice to Client.

or the affected Authorized User. CentralSquare shall have the right, at its sole cost and expense, to utilize an independent certified accounting firm, to verify the number of passwords that have been issued for use by Authorized Users of the Client and use of these passwords within Client's organization in compliance with the terms of this Agreement.

- E. The number of Authorized Users having the ability to access the Lease Software or Services at any single moment in time shall be specified In Addendum 2, attached hereto.

#### **IV. Fees; Payment; Taxes.**

- A. As consideration for use of the Lease Software and Services and the Implementation Services during the initial contract term, Client shall pay those fees and charges set forth in Addendum 2, attached hereto (together, "Fees"). Lease fees are due on an annual basis. Failure to pay may result in suspension or termination of your account until payment is made. Thereafter, fees are subject to change upon each successive renewal which shall be mutually agreed and set forth in the Renewal Notice.
- B. As consideration for use of the Lease Software and Services during renewal contract terms, Client shall pay those fees and charges set forth in the Renewal Notice (together, "Fees").
- C. CentralSquare shall notify Client prior to the end of the initial Lease term of the Lease fees for the first renewal term. Unless otherwise agreed in writing, Lease fees shall be due on or before the commencement of each annual Lease term. This Agreement shall automatically renew for successive one (1) year terms (each a "Renewal Term"), unless one Party notifies the other Party in writing of its decision not to renew at least thirty (30) days prior to the end of the Initial Term or any Renewal Term. (The Initial term and any Renewal Term collectively are referred to herein as the "Term"). Lease fee for the first renewal term and all renewals thereafter shall be subject to increase on an annual basis at a rate of 5%.
- D. All amounts due and payable to CentralSquare hereunder shall, if not paid when due, bear a late charge equal to one and one-half percent (1-1/2%) per month, or the highest rate permitted by law, whichever is less, from fifteen (15) days after their due date until paid.

#### **Remittance Address for Payments Only:**

CentralSquare Technologies, LLC  
12709 Collection Center Drive  
Chicago, IL 60693

- E. Payments may be made by check, wire transfer, or Automated Clearing House ("ACH"). CentralSquare will provide banking information if Client requests to pay by wire transfer or ACH.
- F. Any amounts payable pursuant to this Agreement are to be net to CentralSquare and shall not include taxes or other governmental charges or surcharges, if any. In addition to the fees and charges due CentralSquare under this Agreement, Client shall remain liable for and shall pay all local, state, and federal sales, use, excise, personal property, or other similar taxes or duties, and all other taxes, which may now or hereafter be imposed upon this Agreement or possession or use of the Software, excluding taxes based on CentralSquare's income.

#### **V. Acceptance.**

**General.** Testing of the System and Subsystems shall occur throughout the Project life cycle. Prior to conducting the Functional Test ("FT") process as defined below, CentralSquare shall provide the standard FT documents for the System. CentralSquare shall conduct the FT with the Client's participation in accordance with the Project plan. Individual test cases within the FT documents shall have pass/fail criteria and with results provided to the Client in a test report.

Client shall not suspend testing when problems are experienced and restart a FT when the problems are corrected unless the problems prevent continuing with FT testing. If FT testing must be suspended pending corrective action, Client shall promptly advise CentralSquare by the fastest available means. During the FT process, any F T issues detected will be mutually defined and agreed upon as Pre-Go Live Issues to be corrected prior to Go Live, or Post Go Live Issues that do not affect the Go Live readiness of the System and will be corrected following Go Live.

Upon Go Live of the System, the Client shall use the System for a thirty (30) consecutive day period to verify operational functionality in a live environment. If no Urgent Priority or Critical Priority Software Errors (as those terms are defined in Schedule A, Technical Support) are reported during such thirty (30) day period, the System shall be deemed to have achieved Final Acceptance. In the event that a Critical Priority or Urgent Priority Software Error occurs during the acceptance test period, CentralSquare shall commence actions in accordance with the Schedule A, Technical Support to correct the reported error.

In the event that an Urgent Priority Software Error occurs between day one (1) and day thirty (30) of the Acceptance Test Period, the Acceptance Test Period will be stopped and restarted at day one (1) once the Software Error has been resolved in accordance with the Software Support Agreement.

In the event that a Critical Priority Software Error occurs between day one (1) and day fifteen (15), the Acceptance Test Period will be stopped and restarted from day one (1). If the Critical Priority Software Error occurs between day fifteen (15) and day thirty (30), the Acceptance Test Period will be stopped and restarted from the day the resolution has been provided.

## **VI. Term and Termination; Suspension of Services.**

- A. This Agreement shall commence upon execution hereof and shall continue in full force and effect for a period of five (5) years ("Initial Term") from the date of activation unless the Agreement is otherwise terminated as set forth herein. The "date of activation" will be defined as the date, at which the Client will be able to access the Software. If Client terminates this Agreement at any time from contract execution through the Initial Term, Client shall pay one hundred percent (100%) of the remaining fees owed for the Initial Term plus implementation fees if not already paid. If Client terminates this Agreement for convenience during any Renewal Term, Client shall pay one hundred percent of the remaining fees owed for the Renewal Term.
- B. At the conclusion of the Initial Term, this Agreement shall automatically renew for successive one (1) year terms (each a "Renewal Term"), unless one Party notifies the other Party in writing of its decision not to renew at least thirty (30) days prior to the end of the Initial Term or any Renewal Term. (The Initial Term and any Renewal Term collectively are referred to herein as the "Term").
- C. Either Party may terminate this Agreement (i) immediately if the other party becomes the subject of a voluntary petition in bankruptcy or any voluntary proceeding relating to insolvency, receivership, liquidation or composition for the benefit of creditors, or (ii) immediately if the other party becomes the subject of an involuntary petition in bankruptcy or any involuntary proceeding relating to insolvency, receivership, liquidation or composition for the benefit of creditors, and such petition or proceeding is not dismissed within sixty (60) days of filing.
- D. Client may terminate this Agreement if CentralSquare breaches any term or condition of this Agreement and fails to cure such breach within thirty (30) days after receipt of written notice of the same.
- E. In addition to the circumstances as described in Subsection V(F) below, CentralSquare may terminate the Agreement at any time upon thirty (30) days prior written notice to the Client. In the event of termination by CentralSquare pursuant to this Subsection V(E), Client shall be entitled to a refund of a prorated portion of the annual Lease fees already paid for the then-

current Term.

- F. If Client's scheduled Lease Services payment or any other amount due and owing by Client to CentralSquare is delinquent, CentralSquare may, in its sole discretion, immediately terminate or suspend all or any portion of the Services thirty (30) days after the date payment is due.
- G. Termination Without Cause (a.k.a. "Termination for Convenience"). This Agreement may be terminated without cause by either party by providing written notice to the other party thirty (30) days prior to the date of termination.
- H. Annual Lease fees are invoiced upon Go Live and shall be invoiced on an annual basis thereafter, subject to the Renewal Term [Section IV (C)]. If Client terminates this Agreement in accordance with Section VI (G) after the Go Live date, Client shall be entitled to a pro-rata refund of the annual Lease fee, calculated by the remaining months in the applicable annual Lease.
- I. Upon the effective date of expiration or termination of this Agreement: (i) all licensed rights granted herein shall terminate immediately (ii) Client's right to use Software ends; (iii) Client will cease using such Software and at CentralSquare direction return or destroy the Software and CentralSquare Confidential Information; (iv) CentralSquare will immediately cease providing Client with any Services it is providing and any other applicable component of the Services; (v) all issued passwords shall be deactivated; and (vi) Client shall immediately pay in full to CentralSquare any and all monies that are owed by the Client to CentralSquare under this Agreement for the Services furnished up to the effective date of the Agreement's termination or expiration.
- J. Upon CentralSquare's reasonable belief that tortious or criminal or otherwise improper activity may be associated with Client's utilization of the Services, CentralSquare may, without incurring any liability, temporarily suspend or discontinue the Services pending investigation and resolution of the issue or issues involved.
- K. If all or any components of the Services have been terminated as a result of a breach by Client, or suspended as provided herein, and Client requests that all or any component of the Services be restored, CentralSquare has the sole and absolute discretion whether or not to restore such Services; and further, any such restoration shall be conditioned upon CentralSquare's receipt of all Fees due and owing hereunder.
- L. In the event of expiration or termination of this Agreement for any reason, each Party shall promptly return to the other Party or destroy all copies of the other Party's Confidential Information (including notes and other derivative material) that it has received pursuant to Section VIII hereof. Within thirty (30) days of termination or expiration of the Agreement, CentralSquare shall remove and destroy Client's data. CentralSquare will not return the data to the Client as the Client still retains the source data.
- M. Sections IV, V, VII, VIII, IX, X, XI, XII, XIII and XIV shall survive any termination of this Agreement, as well as any other obligations of the Parties that contemplate performance by a Party following the termination of this Agreement.

## **VII. Client Responsibilities.**

- A. In conjunction with its obligation to participate in the Implementation Services, Client will assign personnel with the required skills and authority to perform the applicable tasks effectively and, further, will make best efforts to meet its obligation to supply information and otherwise assist as necessary to effect the commencement of the Lease Services via the Implementation Services. Management of Client's responsibilities in conjunction with the Lease Services after implementation shall be assigned to a Client Administrator who has attended training offered by CentralSquare to Client. The Client Administrator that the Client appoints may be replaced at any time at the sole discretion of the Client upon Client's written notice to CentralSquare so

long as the newly appointed Client Administrator has attended CentralSquare's training. Client will be charged additional fees for any such training for Client's employees beyond the initial training for the Software that is a part of the Implementation Services.

- B. Client is responsible for providing hardware, operating system and browser software that meets CentralSquare's technical specifications, as well as providing and maintaining a fast, stable, high speed connection and remote connectivity.
- C. Client is solely responsible for the integrity of all data and information that is provided to CentralSquare under this Agreement (i.e., the Client Information), including completeness, accuracy, validity, authorization for use and integrity over time, regardless of form and format, and whether or not such data is used in conjunction with the Lease Services. Further, it is solely Client's responsibility to assure that the initial and one-time importing of the Client Information into Client's database by CentralSquare has been properly performed, acknowledging that thereafter the completion of the initial setup of all Code Files not already populated by CentralSquare and the input and modification of Client's database shall be performed solely by Client. The Client Information that is to be included in Client's database shall be provided by Client in a digital form that complies with the requirements of the Client Information format as stated in CentralSquare's policy for inputting Client Information in any Documentation CentralSquare provides to Client. In addition, Client is solely responsible for the accuracy of any and all reports, displays and/or uses of Client Information, whether or not CentralSquare assisted Client with the development or construction of such reports and displays and other uses of the Client Information.
- D. Client shall not attempt to decode, disassemble, copy, transmit, transfer or otherwise reverse engineer the Services, including, without limitation, the Software.
- E. Client is responsible for maintaining an active e-mail account for correspondence with CentralSquare.
- F. Client is responsible for maintaining the required certifications for access to Client's state CJIS systems(s), NCIC and/or other local state, federal and/or applicable systems.
- G. Client is responsible for proper firewall maintenance allowing for data to move from their on-premise data contributing system to the applicable CentralSquare application.

#### **VIII. Confidentiality, Privacy and Business Associate Provisions.**

- A. In association with the execution of this Agreement and CentralSquare's participation in the use and support of the Software, Client has obtained, will have access to, or will obtain confidential information regarding intellectual property of CentralSquare, the Software and its contents, sales and marketing plans and other similar information (hereinafter referred to as "Confidential Information"). Client acknowledges that the Software itself represents and embodies certain trade secrets and confidential information of CentralSquare. Client hereby agrees that, for itself and its shareholders, officers, directors, employees, and agents, Client shall not disclose any of CentralSquare's trade secrets or confidential information without CentralSquare's prior written consent for any such disclosure, unless required by applicable law.
- B. In association with the execution of this Agreement and the participation of CentralSquare in the support of the Software, CentralSquare has obtained or will obtain confidential information of Client regarding the business of Client, Client Information for its utilization in connection with providing the Services to Client, the records of patients served by Client, accounts payable and accounts receivable of Client, trade secrets, customer lists, and other similar information. CentralSquare shall not disclose any of Client's confidential information without Client's prior written consent for any such disclosure. "Client Information" means confidential information about Client's business or its customers that (i) Client and/or its customers deliver to CentralSquare for use in its implementation of the Services, which Client subsequently updates



and otherwise modifies, and (ii) for access by and transmission to the Authorized Users via the Internet. CentralSquare shall not use any Client Information except as expressly set forth in this Agreement.

- C. In addition to CentralSquare's obligations regarding nondisclosure of Client Information set forth above, in the event that CentralSquare is a "Business Associate," and Client is a "Covered Entity" pursuant to 45 C.F.R. § 160.103, CentralSquare shall perform its obligations under this Agreement with respect to Protected Health Information ("PHI") as provided in Addendum 1 attached to this Agreement.
- D. Notwithstanding any provisions of this Agreement to the contrary, Client may terminate this Agreement if Client determines that CentralSquare has violated a material term of this Agreement with respect to its functions as a Business Associate in accordance with Addendum 1, of this Agreement.
- E. Confidential Information other than PHI as defined in Addendum 1 of this Agreement, shall not include any information that is (i) already known to the receiving Party at the time of the disclosure; (ii) publicly known at the time of the disclosure or becomes publicly known through no wrongful act or failure of the receiving Party; (iii) subsequently disclosed to receiving Party on a non-confidential basis by a third party not having a confidential relationship with the other Party hereto that rightfully acquired such information; (iv) communicated to a third party by receiving Party with the express written consent of the other Party hereto; or (v) legally compelled to be disclosed pursuant to a subpoena, summons, order or other judicial or governmental process, provided the receiving Party provides prompt notice of any such subpoena, order, etc. to the other Party so that such Party will have the opportunity to obtain a protective order.
- F. Each Party agrees to restrict access to the Confidential Information of the other Party to those employees or agents who require access in order to perform the Lease Services, Implementation Services or Additional Services, acknowledging that certain Confidential Information of each Party may be disclosed to Authorized Users as a necessary function of the Lease Services; and, except as otherwise provided, neither Party shall make Confidential Information available to any other person or entity without the prior written consent of the other Party.
- G. Notwithstanding the foregoing, Client understands and agrees that CentralSquare may transfer Confidential Information of Client to a third party hosting entity for the purposes of providing the communications infrastructure, hosting services and/or related support and other operations necessary to deliver all or certain portions of the Services; provided that CentralSquare, in turn, binds such third party to confidentiality and non-disclosure terms that are at least as protective of CentralSquare's and Client's interests as the terms stated herein. Client acknowledges that CentralSquare shall have no responsibility or liability for unauthorized access to or dissemination of Client Information by Authorized Users or other third parties, whether as a result of breach of data security, misappropriation or misuse of passwords or any other cause.
- H. Right to Audit. Client shall maintain for a reasonable period, but in no event less than three (3) years after expiration or termination of this Agreement, the systems, books and records necessary to accurately reflect compliance with software license and the use thereof under this Agreement. Upon request, Client shall permit CentralSquare and its directors, officers, employees, and agents to have on-site access at Client's premises (or remote access as the case may be) during normal business hours to audit such systems, books, and records for the purpose of verifying Client's use of the Software to monitor compliance with this Agreement no more than once per year. If an audit reveals that Client has exceeded the restrictions on use or non-compliance with this Agreement, Client shall be responsible for the reimbursement of all costs related to the audit and prompt payment by Client to CentralSquare of any underpayment.

## **IX. Ownership.**

- A. CentralSquare owns all rights and title in and to the Services, including, without limitation, the Software, and any Developments, as that term is defined below. Further, Client agrees that the Lease Services' screens and any output of the Services, excepting the Client Information, are the property of CentralSquare and subject to United States and other patent, copyright, trademark, trade secret and other applicable laws and treaties and Client agrees that it shall not remove, alter or obstruct any ownership or use legends that CentralSquare places on any such screens or output of the Services. Nothing contained in this Agreement shall be construed as granting Client any rights in or to the Lease Services (including, without limitation, the Software and output of the Lease Services), the deliverables from the Implementation or Additional Services or related Confidential Information, other than the right to use the Services and any applicable Confidential Information of CentralSquare during the Term, in accordance with this Agreement.
- B. Client agrees that CentralSquare has and retains all rights to use any data and information relating to the Software and Services that it receives from Client including, without limitation, any information that constitutes, or results in, an improvement or other modification to the Software or the Services, but excluding the Client Information and PHI, or CJIS data.
- C. As between the parties, CentralSquare agrees that all Client Information provided to CentralSquare under this Agreement for CentralSquare's use in connection with the Lease Services is the property of Client; provided, however, CentralSquare shall have the right to retain Client Information in accordance with its obligations under the terms of this Agreement in the event that the return or the destruction of any Client Information is infeasible.
- D. The term "Developments" shall mean all programs, upgrades, updates or other enhancements or modifications to the Software, if any, and all Documentation or other materials developed and/or delivered by CentralSquare in the course of providing technical support or otherwise, under this Agreement.
- E. Client will not have the ability to copy the Client Information entered onto the Software. Rather, CentralSquare shall retain the physical copy of the Software, title, right and interest in and to the Software, including upgrades, updates, and/or other enhancements or modifications to the Software in any medium, including but not limited to all copyrights, patents, trade secrets, trademarks, and other proprietary rights.

**X. Disclaimer; Limitation of Liability.**

- A. THE SERVICES, SOFTWARE AND ANY DOCUMENTATION ARE MADE AVAILABLE FOR CLIENT'S USE "AS IS" AND EXCEPT AS OTHERWISE SPECIFICALLY STATED HEREIN, WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.
- B. CENTRALSQUARE DOES NOT WARRANT THAT THE SOFTWARE WILL OPERATE UNINTERRUPTED OR ERROR-FREE. CLIENT AGREES TO INDEMNIFY CENTRALSQUARE AGAINST ANY SUCH LIABILITY TO CLIENT, REGARDING THE CLIENT'S USE OF THE SERVICES, THE SOFTWARE AND ANY DOCUMENTATION OR OTHERWISE. IN NO EVENT SHALL CENTRALSQUARE BE LIABLE TO CLIENT OR ANY THIRD PARTY, WHETHER IN CONTRACT, TORT, OR OTHERWISE FOR INCIDENTAL, SPECIAL, INDIRECT, GENERAL, OR CONSEQUENTIAL DAMAGE OR LOSS OF ANY NATURE, INCLUDING BUT NOT LIMITED TO LOSS OF BUSINESS PROFITS, INCOME, LOSS OR USE OF DATA, WHICH MAY ARISE IN CONNECTION WITH THIS AGREEMENT OR THE USE OF OR INABILITY TO USE THE SERVICES, SOFTWARE AND ANY DOCUMENTATION EVEN IF CENTRALSQUARE HAD BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THIS CLAUSE SHALL SURVIVE FAILURE OF AN EXCLUSIVE REMEDY.

- C. CENTRALSQUARE DISCLAIMS ALL LIABILITY FOR THE ACCURACY AND/OR COMPLETENESS OF DATA, INCLUDING BUT NOT LIMITED TO DATA SUPPLIED WITH THE SOFTWARE OR AS ADDED OR MODIFIED BY CLIENT OR ANY THIRD PARTY, OR DATA AS PROCESSED ON CLIENT'S OR CENTRALSQUARE'S COMPUTER NETWORK. CLIENT BEARS THE ENTIRE RESPONSIBILITY FOR ITS COMPUTER NETWORK, INCLUDING CLIENT'S USE OF THE SOFTWARE, THE PERFORMANCE OF THE SERVICES AND THE SOFTWARE AND THE BEHAVIOR OF THE DATA ON EITHER CLIENT'S OR CENTRALSQUARE'S COMPUTER NETWORK.
- D. CENTRALSQUARE REPRESENTS AND WARRANTS TO CLIENT THAT, TO CENTRALSQUARE'S CURRENT AND ACTUAL KNOWLEDGE, THE SOFTWARE, WHEN USED IN ACCORDANCE WITH THIS AGREEMENT, DOES NOT VIOLATE ANY EXISTING U.S. COPYRIGHTS, PATENTS, TRADEMARKS, OR OTHER INTELLECTUAL PROPERTY RIGHTS OF ANY THIRD PARTY AS OF THE DATE OF THIS AGREEMENT. CENTRALSQUARE SHALL INDEMNIFY AND HOLD CLIENT HARMLESS FROM AND AGAINST ANY AND ALL ACTIONS, SUITS, PROCEEDINGS, CLAIMS, DEMANDS, LOSSES, LIABILITIES, COSTS AND EXPENSES, INCLUDING REASONABLE ATTORNEYS FEES, INCURRED BY CLIENT ARISING OUT OF ANY BREACH OF THIS WARRANTY ON THE PART OF CENTRALSQUARE.
- E. IN NO EVENT SHALL CENTRALSQUARE'S TOTAL CUMULATIVE LIABILITY HEREUNDER, FROM ALL CAUSES OF ACTION OF ANY KIND, WHETHER ARISING UNDER CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY, BREACH OF WARRANTY OR OTHERWISE, EXCEED THE TOTAL AMOUNT PAID BY CLIENT AS FEES FOR THE TWELVE (12) MONTH PERIOD IMMEDIATELY PRIOR TO THE OCCURRENCE OF THE EVENT THAT GAVE RISE TO SUCH CLAIM; OR, IN THE CASE OF BODILY INJURY OR PROPERTY DAMAGE, FOR WHICH DEFENSE AND INDEMNITY COVERAGE IS PROVIDED BY CENTRALSQUARE'S INSURANCE CARRIER(S), THE COVERAGE LIMITS OF SUCH INSURANCE.

**XI. Indemnification.**

Client shall indemnify and hold harmless CentralSquare from, against, and in respect of the full amount of any and all liabilities, damages, and claims including without limitation, attorneys' fees, arising from, in connection with, or incident to the Client's misuse of the Software, except as may otherwise be agreed to in writing by the parties, and except as to any material breach of this Agreement by CentralSquare.

**XII. Assignment.**

Client shall not transfer or assign any of its rights or obligations under this Agreement to any other person or entity without the express written permission of CentralSquare, which permission shall not be unreasonably withheld. Any assignment without such express written permission of CentralSquare shall result in the automatic termination of this Agreement.

**XIII. Written Notices.**

Written notices required or permitted to be given under this Agreement shall be made to the parties at the following addresses and shall be presumed to have been received by the other party (i) (three) 3 days after mailing by the party when notices are sent by First Class Mail, postage prepaid; (ii) upon transmission (if sent via facsimile with a confirmed transmission report); or (iii) upon receipt (if sent by hand delivery or courier service).

**A. Written Notices to Client:**

Written notices to Client may be provided at the address listed for Client on the signature

page of this Agreement.

B. Written Notices to CentralSquare:

**CentralSquare Technologies, LLC**  
1000 Business Center Drive  
Lake Mary, Florida 32746  
Attention: Contracts

**XIV. Governing Law.**

Except to the extent that this Agreement is governed by the laws of the United States, this Agreement shall be governed, interpreted and enforced in accordance with the laws of the State of Florida, without regard to its conflict of law provisions.

**XV. Integration.**

This Agreement contains the entire understanding between the parties and supersedes any proposal or prior agreement regarding the subject matter herein.

This Agreement is made for the benefit of the parties and is not intended to benefit any third party or be enforceable by any third party. The rights of the parties to terminate, rescind, or agree to any amendment, waiver, variation or settlement under or relating to this Agreement are not subject to the consent of any third party.

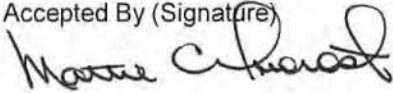
If any term, clause, sentence, paragraph, article, subsection, section, provision, condition or covenant of this Agreement is held to be invalid or unenforceable, for any reason, it shall not affect, impair, invalidate or nullify the remainder of this Agreement, but the effect thereof shall be confined to the term, clause, sentence, paragraph, article, subsection, section, provision, condition or covenant of this Agreement so adjudged to be invalid or unenforceable.

*(remainder of page intentionally left blank)*

IN WITNESS WHEREOF, the parties have executed this Agreement on the date first written above.

FORT BEND SHERIFF'S OFFICE,  
TX

Accepted By (Signature)



Printed Name

Mattie C. Provost

Title

Chief Deputy

Date

9-22-2022

CENTRALSQUARE TECHNOLOGIES, LLC

DocuSigned by:

Daniel R. Maier

E4124F28B4F5410

Accepted By (Signature)

Daniel R. Maier

Printed Name

CRO

Title

9/21/2022

Date

## **Schedule A**

### **TECHNICAL SUPPORT**

This Schedule describes the terms and conditions relating to technical support that CentralSquare will provide to Client during the Term of the Agreement.

#### **1. Product Updates and Releases**

- 1.1. Updates. From time to time CentralSquare may develop permanent fixes or solutions to known problems or bugs in the Software and incorporate them in a formal "Update" to the Software. If Client is receiving technical support from CentralSquare on the general release date for an Update, CentralSquare will provide the Client with the Update and related Documentation.
- 1.2. Releases. Client shall promptly agree to install and/or use any Release provided by CentralSquare to avoid or mitigate a performance problem or infringement claim. All modifications, revisions and updates to the Software shall be furnished by means of new Releases of the Software and shall be accompanied by updates to the Documentation whenever CentralSquare determines, in its sole discretion, that such updates are necessary.

#### **2. Telephone Support & Support Portal**

- 2.1. Hours. CentralSquare shall provide to Client, Monday through Friday, 7:30 A.M. to 7:30 P.M. (Eastern Time) ("Normal Customer Service Hours") toll-free phone number (800-987-0911), excluding holidays. CentralSquare shall provide to Client, during the Normal Customer Service Hours, commercially reasonable efforts in solving errors reported by the Client as well as making available an online support portal. Client shall provide to CentralSquare reasonably detailed documentation and explanation, together with underlying data, to substantiate errors and to assist CentralSquare in its efforts to diagnose, reproduce and correct the error. This support shall be provided by CentralSquare at Client location(s) if and when CentralSquare and Client agree that on-site services are necessary to diagnose or resolve the problem. If a reported error did not, in fact, exist or was not attributable to a defect in the Software or an act or omission of CentralSquare, then Client shall pay for CentralSquare's investigation and related services at CentralSquare's standard professional services rates. Client must provide CentralSquare with such facilities, equipment and support as are reasonably necessary for CentralSquare to perform its obligations under this Amendment, including remote access to the Specified Configuration.
- 2.2. Urgent and Critical Priority Telephone Assistance after Normal Customer Service Hours. After Normal Customer Service Hours, emergency support for applications will be answered by our emergency paging service. When connected to the service, the Client shall provide his or her name, organization name, call-back number where the Customer Service Representative may reach the calling party, and a brief description of the problem (including, if applicable, the information that causes the issue to be an Urgent Priority Problem).

#### **3. Website Support Portal**

Online support is available twenty-four (24) hours per day, offering Client the ability to resolve its own problems with access to CentralSquare's most current information. Client will need to enter its designated username and password to gain access to the technical support areas on CentralSquare's website. CentralSquare's technical support areas allow Client to: (i) search an up-to-date knowledge base of technical support information, technical tips, and featured functions; and (ii) access answers to frequently asked questions (FAQ).

#### **4. Exclusions from Technical Support Services**

CentralSquare shall have no support obligations with respect to any third-party hardware or software product not provided by CentralSquare ("Nonqualified Product"). If Client requests support services for a problem that CentralSquare reasonably believes was caused or exacerbated by a Nonqualified Product, CentralSquare shall provide notice thereof to Client along with a quoted price for the support services; Client must approve the incurrence of such charges in writing prior to CentralSquare rendering the services. Client shall be solely responsible for the compatibility and functioning of Nonqualified Products with the Software.

## **5. Client Responsibilities**

In connection with CentralSquare's provision of technical support as described herein, Client acknowledges that Client has the responsibility to do each of the following:

- 5.1. Provide end user hardware, operating system and browser software that meets technical specifications, as well as a stable high-speed connection and remote connectivity.
- 5.2. Maintain the designated end-user computer system and associated peripheral equipment in good working order in accordance with the manufacturers' specifications, and ensure that any problems reported to CentralSquare are not due to hardware malfunction;
- 5.3. Maintain the designated computer system at the latest code revision level reasonably deemed necessary by CentralSquare for proper operation of the Software;
- 5.4. Supply CentralSquare with access to and use of all information and facilities reasonably determined to be necessary by CentralSquare to render the technical support described herein;
- 5.5. Perform any test or procedures reasonably recommended by CentralSquare for the purpose of identifying and/or resolving any problems;
- 5.6. At all times follow routine operator procedures as specified in the Documentation or any policies of CentralSquare posted on the CentralSquare website following notice from CentralSquare to Client;
- 5.7. Client shall remain solely responsible at all times for the safeguarding of Client's proprietary, confidential and classified information; and
- 5.8. Ensure that the designated computer system is isolated from any process links or anything else that could cause harm before requesting or receiving remote support assistance.

## **6. Security**

- 6.1. CentralSquare maintains a Security program for "Security Approved Personnel" managing access to Client data – particularly HIPAA and CJIS information. This includes 1) a pre-employment background check, 2) security training required by Federal CJIS regulations, and 3) criminal background checks/fingerprints required by Federal or State regulations. CentralSquare will work with the Client to provide required documentation (such as the CJIS Security Addendum Certification form and VPN documents).
- 6.2. If required by the Client, CentralSquare will provide paper fingerprint cards for such Security Approved Personnel with the fingerprinting performed in the state of the CentralSquare staff's job assignment. If the Client requires fingerprints submitted in a form other than paper prints (such as Live Scan) or that such fingerprints be performed at the Client's site, the Client will reimburse CentralSquare for the cost of CentralSquare Security Approved Personnel traveling to the Client's site or for a vendor (such as Live Scan) to travel to the applicable CentralSquare Offices. This provision will apply during the duration of this Agreement.

## **7. Cloud Security Program - WebRMS**

- 7.1. Access & Continuity. Logical access restrictions include VLAN data segregation, extensive deny-by-default access control lists, and Multi-Factor authentication required for System Administration. Business continuity is prioritized via daily encrypted backup stored offsite, virtual tape backup technology to counter loss of physical media, and full replication to disaster recovery site, with redundancy and availability through multiple carriers.
- 7.2. Security & Monitoring. SSL and IPSEC VPN with 256-bit encryption, web application firewalls, multi-layered infrastructure model with recorded internal and external CCTV, card access control, best of breed HVAC/fire suppression/physical security, and backed by 24-7 x 365 monitoring by a staffed operations facility for: Intrusion detection & prevention, DDOS mitigation, and automated network incident creation and escalation.
- 7.3. Testing, Audits & Compliance. Third party internal, external, perimeter vulnerability and penetration testing. Centrally managed patching, OS hardening program, and endpoint protection on all servers. Industry standard compliance includes annual completion of PCI-DSS Compliance Audit, Vulnerability Testing & CVSS Audit, and Control Self-Assessment Audit.

## 8. **Service Level Commitments**

- 8.1. **Target.** In each Service Period, the target for availability of the WebRMS Software is 99.9% ("Availability Target"). "Service Period" means twenty-four (24) hours per day Monday through Sunday each calendar month that Client receives the Software, excluding a maintenance window on Sundays between 12:00 AM and 12:00 PM Eastern Time for scheduled maintenance. During this time, Clients may experience intermittent interruptions. CentralSquare will make commercially reasonable efforts to minimize the frequency and duration of these interruptions and CentralSquare will notify the Client if the entire maintenance window will be required.
- 8.2. **Measurement.** Service availability is measured as the total time that the WebRMS Software is available during each Service Period for access by Client ("Service Availability"). Service Availability measurement shall be applied to the production environment, and the points of measurement for all monitoring shall be the servers and the Internet connections at CentralSquare's hosted environment. CentralSquare has technology monitoring, measuring, and recording Service Availability. The Client, at their discretion, may also employ monitoring tools, not to override CentralSquare's measurements for purposes of calculating Service Availability. Additionally, Client monitoring tools' use must be:
- 8.2.1. mutually agreed upon by CentralSquare and Client.
  - 8.2.2. paid, installed and maintained by the Client.
  - 8.2.3. non-invasive and may not reside on CentralSquare's systems
- 8.3. **Calculation.** Service Availability for a given month for WebRMS shall be calculated using the following calculation:
- 8.3.1. The total number of minutes which the service was NOT available in a given month shall be subtracted from the total number of minutes available in the given month. The resulting figure is divided by the total number of minutes available in the given month.
  - 8.3.2. Service Availability Targets are subject to change due to the variance of the number of days in a month.
  - 8.3.3. The total number of minutes which the service was NOT available in a given month shall exclude minutes associated with scheduled or emergency maintenance.
- 8.4. **Remedy.** If the Service Period target measurement is not met then the Client shall be entitled to a credit calculated as follows for WebRMS only:

Service Availability in the relevant Service Period	Percentage Reduction in Monthly Fee for the Subsequent Service Period
Less than 99.9% but greater than or equal to 99.0%	5%
Less than 99.0% but greater than or equal to 95.0%	10%
Less than 95%	20%

- 8.5. If not directly reported by CentralSquare, Credit entitlement must be requested by the Client within sixty (60) days of the failed Availability Target. Client shall not be entitled to offset any monthly Software fee payments, nor withhold fee payments, on account of a pending credit. Client shall not be eligible for credits for any period where Client is more than thirty (30) days past due on their account. CentralSquare will provide reporting, showing performance and service levels.

## 9. **Server Performance & Capacity**

- 9.1. CentralSquare shall provide sufficient server capacity for the term of this Agreement to meet the reasonable performance requirements for the number of concurrent system users listed in Addendum 2. If the Client requests, at some later date, to add additional Software, increase user licenses, increase storage or processing requirements, and/or request additional environments, these requests will be evaluated and if additional resources are required to support modifications, additional fees may apply.
- 9.2. "In-network" is defined as any point between which the data packet enters the CentralSquare environment



and subsequently departs the CentralSquare environment. Any point of communications outside of the CentralSquare protected network environment shall be deemed as "out-of-network." CentralSquare is not responsible for Internet connectivity and/or performance out-of-network.

## 10. System Maintenance

- 10.1. Software Maintenance and upgrades. CentralSquare will provide all hosted systems and network maintenance as deemed appropriate and necessary by CentralSquare. Maintenance and upgrades will be scheduled in advance with the Client's primary contact if they fall outside of the designated hours set aside for this function of Sundays from 12:00AM to 12:00 PM. The upgrades are installed at mutually agreed times. Typical downtime is four-to-eight (4-8) hours depending on data size and start/end version changes. Web patches can take twenty-to-thirty (20-30) minutes to install. CentralSquare recommends reserving a weekly or monthly maintenance window between 0000-0500 (i.e. Midnight to 5:00AM) for patching and other maintenance activity. CentralSquare may only take a small portion of this time, but this is reserved for the full amount of time in the event the entire window of time is needed.
- 10.2. Hardware maintenance and upgrades. Hardware maintenance and upgrades will be performed outside of the CentralSquare's standard business hours of operation and the Client will be notified prior to the upgrade.
- 10.3. Emergency maintenance. Emergency situations will be handled on a case-by-case basis in such a manner as to cause the least possible disruption to overall system operations and availability without negatively impacting system stability and integrity. CentralSquare will attempt to notify the Client promptly, however if no contact can be made, CentralSquare management may deem it necessary to move forward with the emergency maintenance.

## 11. Priorities and Support Response Matrix

The following priority matrix relates to software errors covered by this Agreement. Causes secondary to non-covered causes - such as hardware, network, and third-party products - are not included in this priority matrix and are outside the scope of this Technical Support Schedule A. CentralSquare will make commercially reasonable efforts to respond to Software incidents for live remote based production systems using the following guidelines:

*This matrix defines the support issues, response times and resolutions.*

Priority	Issue Definition	Response Time
Priority 1 – Urgent	<p>Normal Customer Service Hours Support for live operations on the production system: A system down event which severely impacts the ability of Users to log on the system, or severely impacts the ability of Users to book or release inmates. This is defined as the following:</p> <ul style="list-style-type: none"> <li>CentralSquare CAD server software inoperative</li> <li>Loss of ability for all users to log on to system</li> <li>Loss of transactional data &amp; transactional data corruption</li> </ul> <p>This means one or more critical server components are nonfunctional disabling CAD Enterprise or the field reporting</p>	<p>Normal Customer Service Hours: Telephone calls to 800-987-0911 will be immediately answered and managed by the first available representative but not longer than five (5) minutes.</p> <p><b>After Normal Customer Service Hours: Thirty (30) minute call back after Client telephone contact to 800-987-0911.</b></p> <p>Priority 1 issues must be called in via 800-987-0911 in order to receive this level of response.</p> <p>There are no Priority 1 issues for: CrimeView; FireView; CrimeMapping.com; NEARme; Field Ops</p>

	capabilities of CAD Enterprise workstations.	
<b>Priority 2 – Critical</b>	<p>Normal Customer Service Hours Support for live operations on the production system: A serious Software Error with no workaround not meeting the criteria of an Urgent Priority, but which severely impacts the ability of Users from performing a common function. Such errors will be consistent and reproducible.</p> <ul style="list-style-type: none"> <li>• Loss of ability for CentralSquare CAD users to enter Case (Incident, Arrest and Custody) records into the system</li> <li>• Unable to book or release inmates</li> </ul> <p>A significant number of the workstations are negatively impacted by this error (e.g., does not apply to a minimal set of CentralSquare CAD workstations).</p>	<p>Normal Customer Service Hours: Telephone calls to 800-987-0911 will be immediately answered and managed by the first available representative but not longer than five (5) minutes.</p> <p><b><i>After Normal Customer Service Hours: One (1) hour minute call back after Client telephone contact to 800-987-0911.</i></b></p> <p>Critical Priority issues may also be reported via <a href="https://support.centalsquare.com/s/contract-us">https://support.centalsquare.com/s/contract-us</a></p> <p>There are no Priority 2 issues for: CrimeView; FireView; CrimeMapping.com; NEARme; Field Ops</p>
<b>Priority 3 – Non-Critical</b>	<p>Normal Customer Service Hours Support: A Software Error not meeting the criteria of an Urgent or Critical Priority, has a workaround available, but which does negatively impact the User from performing a common function. Such errors will be consistent and reproducible.</p> <ul style="list-style-type: none"> <li>• Loss of Non-Urgent Data (with “Non- Urgent” being defined as not causing an error classified as a P1 or P2 error (above).</li> <li>• NIBRS State reporting issues that cause agency reports to exceed State error submission limits</li> <li>• UCR reporting multiple occurrence of inaccurate data</li> </ul> <p>A significant number of workstations are negatively impacted by this error (e.g., does not apply to a minimal set of CentralSquare CAD workstations).</p>	<p>Normal Customer Service Hours: Telephone calls to 800-987-0911 will be answered and managed by the first available representative but not longer than five (5) minutes after the initial phone call.</p> <p>Non-Critical Priority issues may also be reported via <a href="https://support.centalsquare.com/s/contract-us">https://support.centalsquare.com/s/contract-us</a></p> <p>Non-Critical Priority issues are not managed after Normal Customer Service Hours.</p> <p>Customer Service Number 800.228.1059 for: CrimeView; FireView; CrimeMapping.com; NEARme; and Field Ops</p> <p>Priority 3 issues for CrimeView, FireView, CrimeMapping.com, NEARme, and Field Ops are not managed after Normal Customer Service Hours.</p>

<b>Priority 4 – Minor</b>	Normal Customer Service Hours Support: A Software Error related to a user function which does not negatively impact the User by preventing routine use of the system. This includes system administrator functions.	Normal Customer Service Hours: Telephone calls to 800-987-0911 will be answered and managed by the first available representative but not longer than five (5) minutes after the initial phone call.  Minor Priority issues may also be reported via <a href="https://support.centralsquare.com/s/contact-us">https://support.centralsquare.com/s/contact-us</a>  Minor Priority issues are not managed after Normal Customer Service Hours.  Customer Service Number 800.228.1059 for: CrimeView; FireView; CrimeMapping.com. NEARme; Field Ops  Priority 4 issues for CrimeView, FireView, CrimeMapping.com, NEARme, and Field Ops are not managed after Normal Customer Service Hours.
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## 12. Exceptions

CentralSquare shall not be responsible for failure to carry out its service and maintenance obligations under this Agreement if the failure is caused by adverse impact due to:

- 12.1. defectiveness of the Client's environment, Client's systems, or due to Client corrupt, incomplete, or inaccurate data reported to the Software, or documented Defect.
- 12.2. denial of reasonable access to Client's system or premises preventing CentralSquare from addressing the issue.
- 12.3. material changes made to the usage of the Software by Client where CentralSquare has not agreed to such changes in advance and in writing or the modification or alteration, in any way, by Client or its subcontractors, of communications links necessary to the proper performance of the Software.
- 12.4. a force majeure event, or the negligence, intentional acts, or omissions of Client or its agents.

## 13. Incident Resolution

Actual response times and resolutions may vary due to issue complexity and priority. For critical impact level and above, CentralSquare provides a continuous resolution effort until the issue is resolved. CentralSquare will make commercially reasonable efforts to resolve Software incidents for live remote based production systems using the following guidelines:

Priority	Resolution Process	Resolution Time
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<b>Priority 1 – Urgent</b>	CentralSquare will provide a procedural or configuration workaround or a code correction that allows the Client to resume live operations on the production system.	CentralSquare will work continuously (including after hours) to provide the Client with a solution that allows the Client to resume live operations on the production system.  CentralSquare will use commercially reasonable efforts to resolve the issue as soon as possible and not later than 24 hours after notification.
<b>Priority 2 –Critical</b>	CentralSquare will provide a procedural or configuration workaround or a code correction that allows the Client to resume normal operations on the production system.	CentralSquare will work to provide the Client with a solution that allows the Client to resume normal operations on the production system which may include a fix on the system prior to the next planned commercial release of the applicable CentralSquare product software.  CentralSquare will use commercially reasonable efforts to resolve the issue as soon as possible and not later than 36 hours after notification.
<b>Priority 3 – Non - Critical</b>	CentralSquare will provide a procedural or configuration workaround that allows the Client to resolve the problem.	CentralSquare will work to provide the Client with a resolution reasonably appropriate to the nature of the case which may include a workaround or code correction in a future release of the software. Priority 3 issues have priority scheduling in a subsequent release.
<b>Priority 4 – Minor</b>	If CentralSquare determines that a reported Minor Priority error requires a code correction, such issues will be addressed in a subsequent release when applicable.	CentralSquare will work to provide the Client with a resolution which may include a workaround or code correction in a future release of the software. Priority 4 issues have no guaranteed resolution time.

#### **14. Non-Production Environments**

CentralSquare will make commercially reasonable efforts to provide support on non-production environment(s) during Client business hours. Non-production environments are not included under the metrics or service credit schedules discussed in this Schedule A.

14.1. Maintenance. All forms of maintenance to be performed on non-production environments will follow the exact structure and schedules outlined above in Section 10 for regular System Maintenance.

14.2. Incidents and service requests. Non-production environment incidents are considered priority 3 or 4, dictated by circumstances and will be prioritized and scheduled similar to production service requests.

#### **15. Virtual Private Network (VPN) Concentrator**

If Client's desired system configuration requires the use of a VPN concentrator, including router, this will be provided by CentralSquare. It will reside at Client's location but is, and shall remain, the property of CentralSquare.

#### **16. Client Cooperation**

Client may be asked to perform problem determination activities as suggested by CentralSquare. Problem determination activities may include capturing error messages, documenting steps taken and collecting

configuration information. Client may also be requested to perform resolution activities including, for example, modification of processes. Client agrees to cooperate with such requests, if reasonable.

#### **17. Training**

Outside the scope of training services purchased, if any, Client is responsible for the training and organization of its staff in the operation of the Software.

#### **18. Development Work**

The Support Standards do not include development work either (i) on software not licensed from CentralSquare or (ii) development work for enhancements or features that are outside the documented functionality of the Software, except such work as may be specifically purchased and outlined in the Agreement. CentralSquare retains all Intellectual Property Rights in development work performed and Client may request consulting and development work from CentralSquare as a separate billable service.

While this Agreement remains in full force and effect, CentralSquare will maintain the Software by providing software updates and/or enhancements to Client.

CentralSquare will install software updates remotely. Client is responsible for guaranteeing that sufficient, capable personnel that possess the appropriate technology skills and public safety knowledge are available during the maintenance window. All updates will occur during normal business hours. Normal business hours are defined as: 08:00-17:00 CT. Software updates are offered in the following time slots: 08:00-10:00 CST, 10:00-12:00 CST, 13:00-15:00 CST. CentralSquare Technologies will work with the Client to schedule an agreeable time to occur during these time slots.

### **1.1 Included Updates**

Updates will be provided on an as-available basis and include the items listed below:

1. Bug fixes;
2. Enhancements to products provided under this Agreement;

### **1.2 Not-Included Updates**

Updates do not include:

1. Platform extensions including product extensions to different platforms (premise, hosted, cloud), different windowing system platforms, or different operating system platforms
2. New functions such as new modules, interfaces, components, products, or applications.

## **2.0 Hardware Updates**

Server Hardware updates consist of different types of hardware changes ranging from hardware replacement, such as replacing a hard disk, to hardware additions and hardware updates. Server Hardware updates requires physical access to the servers. Client is responsible for guaranteeing that sufficient, capable personnel that possess the appropriate technology skills and public safety knowledge are available during the maintenance window. All updates will occur during normal business hours. Normal business hours are defined as: 08:00-17:00 CT. Hardware updates are offered in the following time slots: 08:00-10:00 CST, 10:00-12:00 CST, 13:00-15:00 CST. CentralSquare Technologies will work with the Client to schedule an agreeable time to occur during these time slots.

## **Support**

### **General Support**

CentralSquare shall provide phone and email support for the Software licensed under this Agreement and shall maintain a support center database to track any reported issues. No support will be provided for Software more than two versions back from the most recently released version.

Support does not include custom programming services or training.

Support is available 24 hours a day, seven days a week for CentralSquare Suite customers.

### **GIS Data Maintenance**

GIS data updates and maintenance are defined as changes to the GIS data based on actual additions or changes to points (e.g. addresses), lines (e.g. roads), or layers (e.g. Emergency Service Zones) that occur after the date of the software install.

CentralSquare will provide one (1) GIS update per month as part of this contract.

### **Server Hardware Maintenance**

CentralSquare will maintain the Server Hardware necessary to host the Software. This does not include any hardware except the

CentralSquare Technologies supplied Server Hardware. Maintain is defined as ensuring the operating system and/or applications as installed are current and up to date.

A standby server is available for purchase by customer. This server replicates the production environment and is available to the customer for use in the event of a hardware and/or software failure of the production server. The training server is similar to the production server but it is not a mirror image of same. The training server cannot be utilized as a production server or other means to support the agency with respect to the Pro application and/or interfaces thereto in the event of a hardware failure of the production server.

In the event of a hardware and/or software failure, if the customer does not purchase a standby server, the customer acknowledges that the customer will be down for an extended period of time which could include, but not be limited to, an extended period of time while replacement hardware and/or software is attained and/or configured for use.

## Customer Responsibilities

### **Access to Premises**

Client shall provide CentralSquare with reasonable and timely access to the sites and personnel necessary for CentralSquare to perform its obligations under this Agreement.

### **CentralSquare Server Access**

Client will ensure that all CentralSquare Server Hardware are directly network accessible to CentralSquare at all times via SSH. There shall be no additional authorization or equipment required except as requested by CentralSquare. The persistent SSH secured service connection is mandatory and necessary for the proper functionality of the managed server component and/or the Pro application by the CentralSquare Technologies DevOps team. This connection is only utilized by CentralSquare Technologies CJIS compliant employees for purposes that include but are not limited to, contractually mandated backups, installation of major and minor software release and/or execution of the managed service component of the contract.

**Remote Access.** Client shall ensure CentralSquare (Cisco) VPN remote access via Bomgar including dedicated high speed (T1 (1.544mb/s) or greater bandwidth). Access to Client servers on Client site(s) must be interactive, including but not limited to PC Anywhere, Remote Desktop, VNC, telnet, *secure shell* (ssh), and application-level TCP/IP socket connectivity as determined necessary by CentralSquare. Access provided to CentralSquare must include local administrative control of all servers involved in CentralSquare implementation. In addition, CentralSquare requires the ability to dynamically upload/download files to the server(s) without third-party intervention. Client shall install and monitor during the term of this Agreement a dedicated high-speed data connection, as set forth above, and any other networking equipment specified by CentralSquare to provide CentralSquare remote access to the System. CentralSquare shall not be responsible for any costs relating to the procurement, installation, maintenance and use of such equipment and all associated telephone use charges. CentralSquare shall use the data connection solely in connection with the provision of its services hereunder. The Client may be required to run tests deemed necessary by CentralSquare following each remote access as requested by CentralSquare.

### **System Administrator**

Client is responsible for naming one or more System Administrators to serve as a primary point of contact between Client and CentralSquare. At least one System Administrator must be available at all times. Client will ensure that the System Administrators possesses the appropriate technology and public safety knowledge and skills to perform this role sufficiently.

### **Security**

Client is responsible for providing all physical security. Client is responsible for securing their network.

### **System Updates**

Client shall work in good faith to allow CentralSquare to install System updates as requested by CentralSquare.

## **ADDENDUM 1 BUSINESS ASSOCIATE ASSURANCE**

In the event that CentralSquare is deemed to be a "Business Associate" of Client, and Client is a "Covered Entity," as those terms are defined in 45 C.F.R. § 160.103, CentralSquare, effective on or after April 14, 2003, or such other implementation date established by law, will carry out its obligations under this Agreement in material compliance with the regulations published at 65 Federal Register 82462 (December 28, 2000) (the "Privacy Regulations") pursuant to Public Law 104-191 of August 21, 1996, known as the Health Insurance Portability and Accountability Act of 1996, Subtitle F – Administrative Simplification, Sections 261, et seq., as amended ("HIPAA"); HIPAA Regulations promulgated under HIPAA by the United States Department of Health and Human Services, including, but not limited to, 45 C.F.R. Part 160 and 45 C.F.R. Part 164 subparts A and E ("The Privacy Rule") and the Security Standards as they may be amended from time to time, 45 C.F.R. Parts 160, 162 and 164, Subpart C ("The Security Rule") (collectively the "HIPAA Regulations"); the provisions of Division A, Title XIII of the American Recovery and Reinvestment Act of 2009, known as The Health Information Technology for Economic and Clinical Health, Act 42 U.S.C. § 3000 et. seq., and implementing regulations and guidance, including the regulations implemented in 78 Fed. Reg. 5566 (the "HITECH Act"); the Texas Medical Records Privacy Act, as codified in Section 181 et seq. of the Texas Health and Safety Code and as implemented through regulations including the Standards Relating to the Electronic Exchange of Health Information, codified at Title 1, Section 390.1 et seq. of the Texas Administrative Code (the "MRPA"); to protect the privacy of any personally identifiable, protected health information ("PHI") that is collected, processed or learned in connection with CentralSquare supplied services. In conformity therewith, CentralSquare agrees that it will use its reasonable best efforts to:

- Not use or further disclose PHI except: (i) as permitted under separate CentralSquare Support Agreement; (ii) as required for the proper management and administration of CentralSquare in its capacity as a HIPAA Business Associate of Client, in the event CentralSquare is deemed to be a Business Associate of Client for these specified purposes; or (iii) as required by law (as that term is defined by 45 C.F.R. § 164.103 and/or applicable Texas laws and regulations);
- Use appropriate reasonable safeguards to prevent use or disclosure of PHI except as permitted by the CentralSquare Service Agreement;
- As soon as practicable, report to Client any use or disclosure of PHI not provided for by the CentralSquare Service Agreement of which CentralSquare becomes aware;
- Ensure that any agents or subcontractors to whom CentralSquare provides PHI, or who have access to PHI, agree to the same restrictions and conditions that apply to CentralSquare with respect to such PHI, including but not limited to that: (1) the PHI will be held confidentially and used or further disclosed only as required by law or for the purpose for which it was disclosed to the agent or subcontractor, and (2) CentralSquare will be notified by such agent or subcontractor of any instances of which it becomes aware in which the confidentiality of the PHI has been breached. Such agreement between CentralSquare and subcontractor or agent must be in writing and must comply with the terms of this Business Associate Assurance and the requirements outlined at 45 C.F.R. § 164.504(e)(2); 45 C.F.R. § 164.502(e)(1)(ii); 45 C.F.R. § 164.314; and 45 C.F.R. § 164.308(b)(2). Additionally, CentralSquare will ensure that agent(s) or subcontractor(s) agrees to and implement reasonable and appropriate safeguards to protect PHI. If CentralSquare knows of a pattern of activity or practice of its subcontractor(s) or agent(s) that constitutes a material breach or violation of the agent(s)'s or subcontractor(s)'s obligation under the contract or other arrangement, CentralSquare must take steps to cure the breach and end the violation and if such steps are not successful, must terminate the contract or arrangement if feasible. If it is not



feasible to terminate the contract or arrangement, CentralSquare must promptly notify Client;

- Make PHI available to the individual who has a right of access as required under HIPAA in the event CentralSquare maintains any PHI in a designated record set as defined by 45 C.F.R. § 164.501;
- Make available for amendment and incorporate any amendments to PHI when notified to do so by Client in the event that CentralSquare maintains any PHI in a designated record set as defined by 45 C.F.R. § 164.501;
- Make available to Client the information required to provide an accounting of the disclosures of PHI, if any, made by CentralSquare on Client's behalf, provided such disclosures are of the type for which an accounting must be made under the Privacy Regulations;
- Make its internal practices, books and records relating to the use and disclosure of Client's PHI available to the Secretary of the Department of Health and Human Services for purposes of determining Client's compliance with HIPAA and the Privacy Regulations;
- At the termination of the Agreement, return or destroy all PHI received from, or created or received by CentralSquare on behalf of Client. Prior to doing so, CentralSquare agrees to recover any PHI in the possession of its subcontractors or agents. An authorized representative of CentralSquare shall certify in writing to Client, within thirty (30) days from the date of termination, that all PHI has been returned or disposed of as and that CentralSquare or its subcontractors or agents no longer retain any such PHI in any form. In the event the return or destruction of such PHI is infeasible, CentralSquare will notify Client in writing and the specific reasons for that determination, and CentralSquare's obligations as defined in this Business Associate Assurance shall continue in force and effect so long as CentralSquare possesses any PHI, notwithstanding the termination of the Agreement for any reason. Further, CentralSquare will limit additional further uses and/or disclosures to the purposes that make the return or destruction of the PHI infeasible. Notwithstanding any provisions of the CentralSquare Service Agreement to the contrary, Client may terminate the Agreement if Client determines that CentralSquare has violated a material term of the Agreement with respect to its functions as a Business Associate. If it is infeasible for CentralSquare to obtain, from any subcontractor or agent any PHI in the possession of the subcontractor or agent, CentralSquare must provide a written explanation to Client and require the subcontractors and agents to agree to comply with the Security Rule and extend any and all protections, limitations and restrictions contained in this Business Associate Assurance to the subcontractors' and/or agents' use and/or disclosure of any PHI retained after the termination of this Agreement, and to limit any further uses and/or disclosures to the purposes that make the return or destruction of the PHI infeasible;
- In performing the functions, activities or services for, or on behalf of Client, CentralSquare shall not, and shall not permit any of its agents or subcontractors who receive Client's PHI to, transmit or make available any PHI to any entity or individual outside the United States without prior written consent of Client;
- Implement administrative, physical, and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of the Electronic Protected Health Information ("e-PHI") that it creates, receives, maintains, or transmits on behalf of Covered Entity, as required by the Security Rule at 45 C.F.R. §164.308, *et seq.*
- Implement reasonable and appropriate policies and procedures to comply with the standards, required implementation specifications, or other requirements of the Security Rule that apply to Business Associates.
- Promptly report to Covered Entity any Security Incident or use or disclosure of Client's

PHI or Sensitive Personal Information in violation of this Business Associate Assurance of which it becomes aware. "Sensitive Personal Information" means: (1) an individual's first name or first initial and last name in combination with any one or more of the following items, if the name and the items are not encrypted: (a) social security number; (b) driver's license number or government-issued identification number; (c) account number or credit or debit card number in combination with any required security code, access, code, or password that would permit access to an individual's financial account; or (2) PHI information that identifies an individual and relates to: (a) the physical or mental health or condition of the individual; (b) the provision of health care to the individual; or (c) payment for the provision of health care to the individual;

- Comply with applicable breach notification provisions and notify Client of a breach of unsecured PHI or Breach of Security System in accordance with Subpart D of 45 C.F.R. Part 164, as applicable. CentralSquare will notify Client in writing without unreasonable delay and in no case later than ten (10) calendar days upon discovery of a Breach of Unsecured PHI or Breach of Security System. Such notice must include, to the extent possible, the name of each individual whose Unsecured PHI or Sensitive Personal Information has been, or is reasonably believed by CentralSquare to have been, accessed, acquired, or disclosed during such breach. CentralSquare will also provide, to the extent possible, Client with any other available information that Client is required to include in its notification to individuals under 45 C.F.R. § 164.404(c) and Section 521.053, Texas Business & Commerce Code at the time of CentralSquare's notification to Client or promptly thereafter as such information becomes available. For purposes of this Agreement, a Breach of Unsecured PHI or Breach of Security System shall be treated as discovered by CentralSquare as of the first day on which such breach is known to CentralSquare (including any person, other than the individual committing the breach, who is an employee, officer, or other agent of CentralSquare, as determined in accordance with the federal common law of agency) or should reasonably have been known to CentralSquare following the exercise of reasonable diligence;
- CentralSquare will have procedures in place to mitigate, to the maximum extent practicable, any deleterious effect from any Use or Disclosure (as defined by 45 C.F.R. §160.103); and
- CentralSquare will provide such training in the privacy and security of PHI to its Workforce (as that term is defined by 45 C.F.R. § 160.103) as is required for CentralSquare's compliance with HIPAA, HIPAA Regulations, HITECH, and the MRPA;
- CentralSquare will make available to Client, in the time and manner designated by Client, such information as necessary to allow Client to meet its obligations under HIPAA, the HIPAA Regulations, and the MRPA;
- CentralSquare will pay or reimburse Client for all costs and penalties incurred by Client in connection with any incident giving rise to a Breach of PHI and/or a Breach of System Security, including without limitation all costs related to any investigation, any notices to be given, reasonable legal fees, or other actions taken to comply with HIPAA, the HITECH Act, or any other applicable law or regulation, where (i) the PHI was in the custody or control of CentralSquare when the Breach of PHI and/or Breach of System Security occurred, or (ii) the Breach of PHI and/or Breach of System Security was caused by the negligence or wrongful acts or omissions of CentralSquare and its employees, directors, officers, subcontractors, agents or other members of its workforce. This provision will survive termination or expiration of the Agreement and is not limited by any limitation of liability clauses that may appear in the Agreement; and
- The Parties agree that any ambiguity in this Business Associate Assurance will be resolved in favor of a meaning that complies and is consistent with applicable law protecting the privacy, security, and confidentiality of PHI, including, without limitation, MRPA, HIPAA, the HIPAA Regulations, and the HITECH Act.

#### **Permitted and Required Uses and Disclosures by CentralSquare**

Except as otherwise limited by the Agreement, CentralSquare may use or disclose PHI as necessary to perform any and all functions, activities, or services for, or on behalf of Client if such use or disclosure of PHI would not violate applicable laws and regulations relating to the privacy and security of PHI. Except as otherwise limited in the Agreement, CentralSquare may use PHI for the proper management and administration of CentralSquare or to carry out the legal responsibilities of CentralSquare. CentralSquare may disclose PHI for those purposes required or otherwise permitted under applicable law or regulations. Except as otherwise limited by the Agreement, Business Associate may use PHI to provide Data Aggregation services to Covered Entity as permitted by 42 CFR § 164.504(e)(2)(i)(B) if CentralSquare has been otherwise engaged by Client to perform these services. CentralSquare will limit its uses and disclosures of, and requests for, PHI, to the minimum amount of PHI necessary to accomplish the intended purpose of the use, disclosure or request.

CentralSquare shall not, without prior written consent of Client, disclose any PHI on the possibility that such disclosure is required by law without notifying, to the extent legally permitted, Client so that Client shall have an opportunity to object to the disclosure and to seek appropriate relief. If Client objects to such a disclosure, CentralSquare, shall, to the extent permissible by law, refrain from disclosing the PHI until Client has exhausted all alternatives for relief. CentralSquare shall require reasonable assurances from persons receiving PHI in accordance that such persons will provide Client with similar notice and opportunity to object before disclosing PHI when a disclosure is required by law.

To the extent the CentralSquare is to carry out one or more of Client's obligations under the Privacy Rule, CentralSquare will comply with the requirements of the Privacy Rule that apply to the Covered Entity in the performance of the obligations.

**ADDENDUM 2**  
**Pricing Detail, Payment Schedule, and Project Cost Summary**

**WHAT SOFTWARE IS INCLUDED?**

ANALYTICS					
	PRODUCT NAME	QUANTIT	UNIT PRICE	DISCOUNT	TOTAL
		Y			
1.	CrimeView Analytics: Informative (3 years data) CST System Lease	1	9,700.00	- 3,104.00	6,596.00
2.	CrimeView Analytics: Standard (3 years data) CST System Lease	1	7,100.00	- 2,272.00	4,828.00
				<b>Analytics Software Subtotal</b>	16,800.00 USD
				<b>Analytics Software Discount</b>	- 5,376.00 USD
				<b>Analytics Software Total</b>	11,424.00 USD
CAD					
	PRODUCTNAME	QUANTIT	UNIT PRICE	DISCOUNT	TOTAL
		Y			
3.	Enterprise CAD Browser (OP) Annual Lease Fee	1	4,300.00	- 1,376.00	2,924.00

4.	Enterprise CAD Disaster Recovery System (OP) Annual Lease Fee	1	2,500.00	- 800.00	1,700.00
5.	Enterprise CAD Mapping (OP) Annual Lease Fee	4	200.00	- 256.00	544.00
6.	Enterprise CAD Mapping Test or Training (OP) Annual Lease Fee	1	200.00	- 64.00	136.00
7.	Enterprise CAD Position (OP) Annual Lease Fee	4	4,300.00	- 5,504.00	11,696.00
8.	Enterprise CAD Routing Server - Disaster Recovery (OP) Annual Lease Fee	1	1,300.00	- 416.00	884.00
9.	Enterprise CAD Routing Server - Test or Trn. System (OP) Annual Lease Fee	1	1,300.00	- 416.00	884.00
10.	Enterprise CAD Routing Server (OP) Annual Lease Fee	1	8,100.00	- 2,592.00	5,508.00
11.	Enterprise CAD Server Software (OP) Annual Lease Fee	1	11,700.00	- 3,744.00	7,956.00
12.	Enterprise CAD Test or Training System (OP) Annual Lease Fee	1	2,500.00	- 800.00	1,700.00
13.	Enterprise CAD the Archive Server Software (OP) Annual Lease Fee	1	1,100.00	- 352.00	748.00
14.	Enterprise CAD The GISLink Utility Position (OP) Annual Lease Fee	1	2,200.00	- 704.00	1,496.00
15.	NCIC/State Query Position for Enterprise CAD (OP) Annual Lease Fee	4	200.00	- 256.00	544.00

**CAD Software Subtotal** 54,000.00 USD  
**CAD Software Discount** - 17,280.00 USD  
**CAD Software Total** 36,720.00 USD

## INTERFACES

	PRODUCTNAME	QUANTIT Y	UNIT PRICE	DISCOUNT	TOTAL
16.	CentralSquare MessageSwitch (OP) Annual Lease Fee	1	9,500.00	- 3,040.00	6,460.00
17.	CentralSquare MessageSwitch Additional Transaction (OP) Annual Lease Fee	40	1,500.00	- 19,200.00	40,800.00
18.	Enterprise CAD ASAPInterface Annual Lease (OP) Annual Lease Fee	1	5,500.00	- 1,760.00	3,740.00
19.	Enterprise CAD CryWolf Alarm Incidents Export (OP) Annual Lease Fee	1	0.00		0.00
20.	Enterprise CAD CryWolf Permits Import (OP) Annual Lease Fee	1	0.00		0.00
21.	Enterprise Jail Aramark Commissary Interface (Two-way) Annual Lease Fee	1	6,101.25	- 1,952.40	4,148.85
22.	Enterprise Jail LiveScan/AFIS Interface (Export) Annual Lease Fee	1	7,666.04	- 2,453.13	5,212.91

23.	Enterprise Jail VINE Interface (Export) Annual Lease Fee	1	4,481.08	- 1,433.95	3,047.13
24.	Standard ANI/ALI Interface (OP) Annual Lease Fee	1	3,900.00	- 1,248.00	2,652.00
25.	Standard Brazos Citation Importer - Texas Annual Lease Fee	1	5,000.00	- 1,600.00	3,400.00
26.	Standard Law Enforcement Information Exchange (LInX) Publisher Annual Lease Fee	1	5,000.00	- 1,600.00	3,400.00
27.	Standard LexisNexis DORS Incident Importer (Coplogic) Annual Lease Fee	1	3,700.00	- 1,184.00	2,516.00
28.	Standard StationAlert/Printing (Rip-and-Run) (OP) Annual Lease Fee	1	13,000.00	- 4,160.00	8,840.00
29.	Std Enterprise CAD External Incident Data Transfer (OP) Annual Lease Fee	1	6,500.00	- 2,080.00	4,420.00

<b>Interfaces Software Subtotal</b>	130,348.37 USD
<b>Interfaces Software Discount</b>	- 41,711.48 USD
<b>Interfaces Software Total</b>	88,636.89 USD

## JMS

	PRODUCTNAME	QUANTIT Y	UNIT PRICE	DISCOUNT	TOTAL
30.	Enterprise Jail Advanced (Agency Site License) Annual Lease Fee	1	25,041.88	- 8,013.40	17,028.48
31.	Enterprise Jail Core (Agency Site License) Annual Lease Fee	1	75,107.98	- 24,034.55	51,073.43
32.	Enterprise Jail Core Annual Lease Fee	1	6,480.65	- 2,073.81	4,406.84
33.	Enterprise Jail Financial Advanced (Agency Site License) Annual Lease Fee	1	15,785.20	- 5,051.26	10,733.94
34.	Enterprise Jail Financial Core (Agency Site License) Annual Lease Fee	1	0.00		0.00
35.	Enterprise Jail Financial Core Annual Lease Fee	1	0.00		0.00
36.	Enterprise Jail NDEx Adapter (IB IEPD) Annual Lease Fee	1	0.00		0.00
37.	Enterprise Jail Personnel Advanced (Agency Site License) Annual Subs Fee	1	1,002.13	- 320.68	681.45
38.	Enterprise Jail Personnel Core (Agency Site License) Annual Lease Fee	1	0.00		0.00
39.	Enterprise Jail Personnel Core Annual Lease Fee	1	0.00		0.00
40.	Enterprise Jail Reporting Core Annual Lease Fee	1	0.00		0.00

41.	Enterprise Jail Reporting Universal Interface Engine Annual Lease Fee	1	0.00		0.00
42.	Enterprise Jail Time Synchronization Interface Annual Lease Fee	1	0.00		0.00

**JMS Software Subtotal** 123,417.84 USD  
**JMS Software Discount** - 39,493.70 USD  
**JMS Software Total** 83,924.14 USD

## MOBILE

	PRODUCTNAME	QUANTIT Y	UNIT PRICE	DISCOUNT	TOTAL
43.	Enterprise Mobile Base Position w/ CJIS/NCIC Forms (OP) Annual Lease Fee	675	400.00	- 86,400.00	183,600.00
44.	Enterprise Mobile Disaster Recovery System (OP) Annual Lease Fee	1	2,300.00	- 736.00	1,564.00
45.	Enterprise Mobile Mapping (OP) Annual Lease Fee	675	100.00	- 21,600.00	45,900.00
46.	Enterprise Mobile Mapping Test or Training (OP) Annual Lease Fee	1	100.00	- 32.00	68.00
47.	Enterprise Mobile Server Software (OP) Annual Lease Fee	1	43,200.00	- 13,824.00	29,376.00
48.	Enterprise Mobile Test or Training System (OP) Annual Lease Fee	1	2,300.00	- 736.00	1,564.00
49.	Field Ops (OP) Annual Lease Fee	100	120.00	- 3,840.00	8,160.00

**Mobile Software Subtotal** 397,400.00 USD  
**Mobile Software Discount** - 127,168.00 USD  
**Mobile Software Total** 270,232.00 USD

## RMS

	PRODUCTNAME	QUANTIT Y	UNIT PRICE	DISCOUNT	TOTAL
50.	Enterprise Records Accident Annual Lease Fee	1	5,100.00	- 1,632.00	3,468.00
51.	Enterprise Records Base Annual Lease Fee	606	525.00	- 77,149.86	241,000.14
52.	Enterprise Records Evidence and Barcoding Annual Lease Fee	1	5,100.00	- 1,632.00	3,468.00
53.	Enterprise Records GIS (with CAD) Annual Lease Fee	1	0.00		0.00
54.	Enterprise Records Reporting Server Annual Lease Fee	1	1,000.00	- 320.00	680.00
55.	Enterprise RMS NIBRS Module Annual Lease	1	10,800.00	- 3,456.00	7,344.00

**RMS Software Subtotal** 340,150.00 USD

<b>RMS Software Discount</b>	- 84,189.86 USD
<b>RMS Software Total</b>	255,960.14 USD

## SOFTWARE SUMMARY

<b>Software Subtotal</b>	USD 1,062,116.21
<b>Software Discount</b>	USD - 315,219.04
<b>Software Total</b>	<b>746,897.17 USD</b>

## WHAT SERVICES ARE INCLUDED?

### SERVICES

	DESCRIPTION	TOTAL
1.	Estimated Travel & Living Enterprise PSJ	42,000.00
2.	PSJ Enterprise Cloud Startup Fee	10,000.00
3.	Public Safety Consulting Services - Fixed Fee	260,130.00
4.	Public Safety Data Conversion Services - Fixed Fee	261,105.00
5.	Public Safety GIS/Analytics Services - Fixed Fee	55,575.00
6.	Public Safety Project Management Services - Fixed Fee	156,975.00
7.	Public Safety Technical Services - Fixed Fee	136,500.00
8.	Public Safety Training Services - Fixed Fee	70,785.00

<b>Services Services Subtotal</b>	993,070.00 USD
<b>Services Services Discount</b>	- 136,431.02 USD
<b>Services Services Total</b>	<b>856,638.98 USD</b>

## SERVICES SUMMARY

<b>Services Subtotal</b>	993,070.00 USD
<b>Services Discount</b>	- 136,431.02 USD
<b>Services Total</b>	<b>856,638.98 USD</b>

## WHAT HARDWARE IS INCLUDED?

### SERVERS

	PRODUCT NAME	QUANTIT Y	UNIT PRICE	DISCOUNT	TOTAL
1.	Enterprise Jail Production Server Annual Lease Fee	1	12,585.24		12,585.24
2.	Enterprise Jail Training/Testing Server Annual Lease Fee	1	9,613.72		9,613.72
3.	Enterprise Jail Warm Standby Server Annual Lease Fee	1	11,404.68		11,404.68

Servers Hardware Subtotal	USD
Servers Hardware Discount	- USD
Servers Hardware Total	USD

HARDWARE SUMMARY

Hardware Total	33,603.64 USD
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QUOTE SUMMARY

Software Subtotal	1,062,116.21 USD
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Services Subtotal	993,070.00 USD
-------------------	----------------

Hardware Subtotal	33,603.64 USD
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Quote Subtotal	2,088,789.85 USD
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Discount	- 451,650.06 USD
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Quote Total	1,637,139.79 USD
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WHAT ARE THE RECURRING FEES?

TYPE	AMOUNT
FIRST YEAR MAINTENANCE TOTAL	0.00
FIRST YEAR LEASE TOTAL	780,500.81

The amount totals for Maintenance and/or Lease on this purchase include only the first year of software use and maintenance. Renewal invoices will include this total plus any applicable uplift amount as outlined in the relevant agreement.

## Payment Terms and Milestones

### Software and Services

- 30% due at Contract Signing \$ 244,391.69
- 30% due at software and hardware installation \$ 244,391.69
- 30% due at completion of 1st Pre-Go Live End User Training session \$ 244,391.69
- 10% due at Go Live \$ 81,463.91

### Travel Expenses:

- 100% as incurred \$ 42,000.00

### Years 1-5 Lease Cost:

Year 1, 100% due upon Go Live	\$ 780,500.81
Year 2, 100% due one year from Go Live	\$ 780,500.81
Year 3, 100% due two years from Go Live	\$ 780,500.81
Year 4, 100% due three years from Go Live	\$ 780,500.81
Year 5, 100% due four years from Go Live	\$ 780,500.81

\*Upon Go-Live, CentralSquare will revoke and replace all software, services, and support related to the Tiburon, Inc. products that are being replaced by this Sale. All legacy system support and maintenance is due up until the Go-Live of the new software.

**ADDENDUM 3**  
**Statement of Work**



**STATEMENT OF WORK**  
**Fort Bend County Sheriff, TX**

Version 3.0

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#### Document Control

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Date	Version	Details/Changes	Author
5-25-22	1.0	Initial Draft	Ann Marie Newton
8-4-22	2.0	Updates: DEMS, Data Conversion, NCIC, Interfaces	Ann Marie Newton
8-5-22	3.0	CAD Interfaces	Ann Marie Newton

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## Table of Contents

<b>Document Control</b>	<b>35</b>
<b>1 OVERVIEW</b>	<b>39</b>
1.1 Statement of Work	39
1.2 Project Implementation Definitions	39
1.3 General Client Responsibilities	41
1.4 Project Exclusions	43
<b>2 PROJECT DELIVERABLES</b>	<b>45</b>
2.1 Overview of Project Deliverables	45
<b>3 CENTRAL SQUARE PROJECT ROLES AND RESPONSIBILITY</b>	<b>47</b>
3.1 Overview	47
3.2 CentralSquare Project Manager	47
3.3 Technical Services Engineer - Interfaces	47
3.4 Software Engineer	47
3.5 GIS Consultant	47
3.6 CAD Enterprise Consultant	48
3.7 Records Enterprise Consultant	48
3.8 Jail Enterprise Consultant	48
3.9 Technical Services Engineer - Installation	49
3.10 Product Support	49
3.11 Account Manager	49
<b>4 RECOMMENDED CLIENT ROLES AND RESPONSIBILITIES</b>	<b>49</b>
4.1 Overview	49
4.2 Project Manager	50
4.3 System Administrator	50
4.4 CAD Enterprise Administrator	51
4.5 Mobile Enterprise Administrator	51
4.6 Records Enterprise Administrator	51
4.7 Records Enterprise Output Designer Administrator	52
4.8 GIS Consultant	52
4.9 Jail Enterprise Administrator	52
4.10 Supervisors (CAD/Records/Jail)	52
4.11 Subject Matter Experts	53
4.12 Application Trainers	53
<b>5 PROJECT CONTROLLING PROCESSES</b>	<b>54</b>
5.1 Overview	54
5.2 Change Management Process	55

Fort Bend County Sheriff, TX  
Fort Bend Sheriff, TX – Enterprise Suite (Modernize from Tiburon)

5.3	Project Reporting	56
5.4	Document Review	57
5.5	Third-Party Management	58
<b>6</b>	<b>PROJECT INITIATION AND PLANNING</b>	<b>60</b>
6.1	Overview	60
6.2	Project Kick Off	61
<b>7</b>	<b>PROJECT EXECUTION</b>	<b>61</b>
7.1	Overview	61
7.2	System Installation	61
7.3	Implementation of CAD Enterprise	69
7.4	Implementation of Field Ops	85
7.5	Mobile Enterprise Configuration	86
7.6	Implementation of Records Enterprise	91
7.7	Implementation of CrimeView Analytics	108
7.8	Implementation of Jail Enterprise	113
7.9	Implementation of Enterprise System Interfaces	120
7.10	System and Subsystem Go-Live	126
7.11	Reliability Period	128
<b>8</b>	<b>PROJECT CLOSURE</b>	<b>131</b>
<b>Appendix A - Contracted Modifications to Standard CentralSquare Products</b>		<b>132</b>
<b>Appendix B - Standard CentralSquare Interfaces</b>		<b>133</b>
	Standard Interfaces	133
	Reporting Server Query Interfaces	137
<b>Appendix C - Custom CentralSquare Interfaces</b>		<b>138</b>
<b>Appendix D - Message Switch</b>		<b>140</b>
	Provider: CAD Enterprise	140
	Provider: Records Enterprise	141
	Provider: Jail Enterprise	141
	Provider: State Justice Switch (Texas)	141
<b>Appendix E - Subcontractor Statement of Work</b>		<b>151</b>
	Standard Integrations	153
<b>Appendix G – CrimeView Analytics GIS Data and Application Specifications</b>		<b>154</b>
	GIS Data Specifications	154
	Application Specifications	154
<b>Appendix J – CentralSquare Connectivity to Enterprise On-Premise Systems</b>		<b>155</b>
	Policy	155
<b>Appendix Y – Workshop and Training Summary</b>		<b>156</b>
<b>Appendix Z – Data Conversions</b>		<b>159</b>
	CentralSquare CAD Enterprise Data Conversion	159

Fort Bend County Sheriff, TX

Fort Bend Sheriff, TX – Enterprise Suite (Modernize from Tiburon)

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CentralSquare Records Enterprise Data Conversion	162
CentralSquare Jail Enterprise Data Conversion	166

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## OVERVIEW

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### Statement of Work

This Statement of Work (SOW) defines the services and deliverables that CentralSquare will be providing in accordance with the terms and conditions of the Agreement (the “Agreement”) between CentralSquare Technologies, LLC (CentralSquare) and Fort Bend County Sheriff, TX (“Client”).

This project description includes the services and deliverables specified by the Agreement, including if applicable, CentralSquare and services, Subcontractor activities, third-party products, and services for the implementation of the System and Subsystems specified in the Agreement (collectively the “Project”).

Statement(s) of Work for applicable CentralSquare Subcontractor(s) are presented in [Appendix E – Subcontractor\(s\) Statement\(s\) of Work](#).

The framework of Deliverables documented by this SOW for this Project is further defined through additional documents such as: Operational Scenario Documents (OSD); User and Administrator Documentation and Training Materials.

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

### Project Implementation Definitions

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

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

- a) **API** is an acronym for Application Programming Interface. An API is a connection between computers or between computer programs. It is a type of software interface, offering a service to other pieces of software. A document or standard that describes how to build or use such a connection or interface is called an API specification. A computer system that meets this standard is said to implement or expose an API. The term API may refer either to the specification or to the implementation.
- b) **Change Management** is a term that describes the request from either party for a change in project scope. Such a request is enforced by the parties only if it becomes a formal Change Order.
- c) **Change Management Process** defines how any significant changes to the Project as described in the SOW or related documents as referenced within the SOW, will be managed.



- d) A **Change Order** will be the vehicle for communicating and approving a change in the project scope.
- e) **Codefiles** are the component fields within each product that define the data to be contained within each table.
- f) **CSM** is an acronym for Customer Success Manager. At the conclusion of the contractual Reliability Period, the project is closed and transitioned to Product Support. This also begins the relationship between the Client and the CSM.
- g) **ERD** is an acronym for Entity Relationship Diagram.
- h) **FBI CJIS Security Policy** means the Federal Bureau of Investigations Criminal Justice Information System Security Policy. The essential premise of the CJIS Security Policy is to provide appropriate controls to protect the full lifecycle of criminal justice information (CJI), whether at rest or in transit. The CJIS Security Policy provides guidance for the creation, viewing, modification, transmission, dissemination, storage, and destruction of CJI.
- i) **FDD** is an acronym for Functional Design Document which is a document that will be developed by a Software Engineer for the purpose of documenting custom interface requirements.
- j) **Functional Acceptance Test (FAT)** is a test(s) of specific functionality of the subsystems of the Enterprise System.
- k) **GIS** is an acronym for Geographic Information System, which is a system for storing and manipulating geographical information on a computer.
- l) **Installation Service Request (ISR)** documents servers required for the implementation and the servers' hardware/virtual specifications.
- m) **Modification** means changes or additions to Software from the standard version thereof prepared hereunder. The Modifications, if applicable, are described in Appendix A, Statement of Work. The CentralSquare Software is not custom software, and as such, at CentralSquare's discretion Modifications or enhancements to the standard version will be made available in a subsequent version release available to all CentralSquare clients; or as applicable, made available as a separate module or function, separately licensed and priced.
- n) **The Operational Scenario Document (OSD)** provides an operational description of an interface, capability, or feature within the applicable CentralSquare solution. OSD documents are of two types:
  - i. For Standard Interfaces these documents are standard, published CentralSquare documents and are not specific to any Client.
  - ii. For customizations (Custom Interfaces, Custom Code or Custom Features) the OSD will provide a description in sufficient detail that both Client and CentralSquare 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 CentralSquare's Development team will accomplish the requested feature. An OSD will be provided for each contracted product customization to be developed. Once approved by Client, the OSD becomes the basis for CentralSquare's development. Once approved, any further changes requested by Client to the OSD and/or design may incur additional costs to Client.
- o) **Process** is a series of actions or steps taken in order to achieve a particular end.

- p) **Project** collectively includes the services and deliverables specified by the Agreement, including if applicable, CentralSquare services, Third-Party products, Subcontractors and services for the implementation of the System and Subsystems specified in the Agreement.
- q) **Project Management Plan** is a formal, approved document that defines how the Project is executed, monitored, and controlled. It will be a summary or a detailed document and will include baselines, subsidiary management plans, and other planning documents. This document is used to define the approach the project team takes to deliver the intended project management scope of the Project.
- r) **Project Schedule** is 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 CentralSquare and Client as further described in this SOW.
- s) **RMS** is an acronym for Records Management System.
- t) **SME** is an acronym for subject matter expert, an individual with a deep understanding of a particular topic.
- u) **Subsystem** means each of the applications described in the Statement of Work including its equipment, other hardware, and software. In most cases, the Subsystem software will share equipment. Applicable Enterprise core applications, e.g. CAD Enterprise, Mobile Enterprise, Records Enterprise, Jail Enterprise are defined as Subsystems.
- v) **System Integration Test (SIT)** will be conducted in partnership by CentralSquare and the Client for up to four hours with CentralSquare assisting remotely. The SIT will be conducted based on a provided scenario that tests the records management process. A small group of Client staff should participate in this test. CentralSquare will work with Client to refine the test scenario that test the system based on Client's practices and must be signed off prior to commencement of the SIT.
- w) **System Planning Guide** provides system administrators and system planners a single requirements reference for the Enterprise Suite.
- x) **Task Completion Reports (TCR)** is a formal document presented to the Client that acknowledges completion of a major task or event.
- y) **Third-Party** Software or Systems are software and systems that are proprietary to a Third-Party, not CentralSquare, which may be used for the purposes of providing services or deliverables.
- z) **TTMS** is the acronym for the CentralSquare Message Switch.
- aa) **Work Hours:**
  - a. **Business hours** are defined as Monday – Friday, 8:00am-5:00pm CST.
  - b. **Training hours are defined as:**
    - i. **Remote Training:** Monday - Friday, between 8am-10pm CST based on the actual duration of the class.
    - ii. **On Site Training:** Tuesday – Friday, between 7am-10pm CST based on the actual duration of the class.
  - c. Alternate training schedules (e.g., Monday class starts for classes that would normally start on a Tuesday, multiple classes per day, evening, and weekend classes) are subject to additional cost.

## General Client Responsibilities

Fort Bend County Sheriff, TX  
Fort Bend Sheriff, TX – Enterprise Suite (Modernize from Tiburon)

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

- a) Electrical facilities – cabling, network communications, telephone, other voice/data connections and peripherals for system workstations and mobiles for production and training use
- b) Providing information to CentralSquare staff on network infrastructure, including any firewalls within the overall network that the system will operate and necessary port access for the system to operate in accordance with CentralSquare documentation.
- c) The installation, configuration, maintenance (including patch management and upgrades of Microsoft software on Workstations and Mobiles.
- d) Any hardware and third-party software or services necessary for implementing the System that is not listed in the Agreement as a CentralSquare Deliverable (not listed as a line item in the Price and Payment section of the Agreement). This includes workstations, server hardware not included with managed server/hosted solutions, network equipment, telephone or TDD equipment, performance test software, Microsoft licenses, Hypervisor licenses, Disaster Recovery Software, and services required to extract legacy data and convert into acceptable data formats.
- e) Configuration, maintenance, testing, and supporting the Third-Party Systems that Client operates and which will be interfaced with as a part of this project. This project includes the Contracted Interfaces listed in Appendix B – Standard CentralSquare Interfaces and Appendix C – Custom CentralSquare Interfaces.
- f) Consoles, furniture, or fixtures as well as any modifications to install equipment used for Systems or Subsystems specified by the Agreement into existing consoles, furniture, vehicles, or existing facilities. Installation of Workstations into consoles, furniture, vehicles or like items, is the responsibility of Client.
- g) Client is responsible for providing remote connectivity to CentralSquare for the purpose of installation, configuration, testing, and troubleshooting of any CentralSquare applications at Client site. CentralSquare's approved remote connectivity methods are described in the System Planning Guide and Appendix J.
- h) Connect and configure any Third-Party hardware (including but not limited to: Bar Code Scanners, Bar Code Printers, Biometric Fingerprint Scanners, Signature Pads, and dongles) to Client workstations, if these services are not explicitly sold in the System Agreement.
- i) 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 System Orientation, Validation and Readiness, Functional Testing, Training, regular Project meetings, discussion regarding Interfaces, network planning and system installation planning.
- j) The provision of data as requested by CentralSquare. 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 CentralSquare staff in accordance with CentralSquare Documentation.
- k) If Onsite Training is purchased, provide a facility with the required computer and audio-visual equipment for training.
- l) Provision of facilities and electrical power for CentralSquare staff while onsite.
- m) The project timeline will require a commitment by Client staff to attend project meetings, attend training, and execute action items within the mutually agreed upon defined time parameters in the project schedule.

### **Project Exclusions**

- a) CentralSquare 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 CentralSquare’s current design and functionality of these COTS products, unless otherwise indicated in the Agreement.
- b) Work, software, services, hardware, Systems, Subsystems, product/software modifications, or any other deliverables not explicitly stated in the Agreement will not be included in the Project.
- c) Any modification to CentralSquare standard products or customizations to such products that are not explicitly stated in the Agreement are excluded from the scope of this Project.
- d) Changes in scope will only be executed through a mutually agreed upon Change Management Process, as described in the Project Management Plan.
- e) CentralSquare is not responsible for the deficiencies in Client's internal or Contracted network to support Enterprise Suite workstations\mobiles.
- f) CentralSquare is not responsible for the deficiencies in Client's network.
- g) CentralSquare 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 Agreement and this SOW.
- h) This project does not include creation or modification of GIS data by CentralSquare staff.
- i) CentralSquare 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 any third-party vendors engaged in the context of standard or custom interfaces, unless the work is defined under a Sub-Agreement with CentralSquare within the scope of this Agreement.
- j) CentralSquare is not responsible for the creation or modification of any Crystal Reports, SSRS Reports or other third-party reporting application. This includes changes to connection strings or the migration of custom reports.
- k) CentralSquare is not responsible for submitting NIBRS data to the State. Client assumes responsibility to take the necessary steps within the Subsystem to submit NIBRS data monthly to the State unless otherwise noted in the Agreement.



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## PROJECT DELIVERABLES

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### Overview of Project Deliverables

This project will provide a combination of software and services that comprise the System for use by Client's Public Safety Organization(s). The individual Subsystems to be provided comprise the overall System. The 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 CentralSquare tools and utilities.

Project Management services per the Agreement and in accordance with the approved plan outlined in Section 7, Project Execution, and corresponding schedule for project.

All installation and configuration activities, as well as upgrades for this project will be performed remotely.

Implementation of different components of the System is performed in a series of interrelated processes. Some processes can be performed concurrently while others are sequential in nature. CentralSquare has implemented process gates to ensure 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 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 Agreement.

All project services will be performed during normal business hours, defined as 8:00am-5:00pm CST. If Client desires to perform the services outside of these hours, additional fees will apply.

### Standard CentralSquare Deliverables

The functionality provided by Standard CentralSquare Products, including Interfaces (the core CentralSquare and Interfaces without any Modifications) is defined by CentralSquare Standard documentation such as User and Administration Guides for CentralSquare's major Subsystems such as CAD Enterprise, and other Standard Software products. Standard Interface Operational Scenario Documents (OSD) define the functionality of the Standard Interfaces. These documents are standard, published CentralSquare documents, and are not specific to Client.

Standard CentralSquare Interface Software to be delivered through this Project is identified as software licenses in the Agreement. The functionality provided by specified Standard CentralSquare Interface Software is defined by CentralSquare OSDs or other documents. A high-level description of Standard interface functionality, with named third-party vendor or system will be included in Appendix B - Standard Interfaces.

### Contracted Modifications to Standard CentralSquare Products

Any Modifications to Standard CentralSquare Products and Standard System Interfaces that are to be delivered through this Project are listed in the Agreement. The functional scope of any Modification procured through the Agreement will be summarized in this Statement of Work and defined by an OSD for all items listed under Appendix A - Contracted Modifications to Standard CentralSquare Products, and other major CentralSquare Subsystems; and under Appendix C - Custom CentralSquare Interfaces. Any and all modifications or enhancements that are not explicitly listed in the Agreement or CentralSquare's responses to the RFP are not within the scope of this Project.

Any Modification to the functionality of Standard CentralSquare products or interfaces, outside the scope of the Agreement, within the System, or Subsystems, shall follow the Change Management Process as described in Section 5.2, Change Management Process.

Any post-approval changes to the requirements documented in the System OSDs or other documents are subject to formal Change Order.

**Note:** All enhancements and modifications to any of CentralSquare's Standard products (including the Interfaces) will only be released with a major version of the applicable subsystem (i.e., CAD Enterprise and the like) based upon the relevance and dependency to these products.

**Note:** Software versioning is the process of assigning either unique version names or unique version numbers to unique states of computer software while a service pack or patch is a piece of software designed to fix problems with or update a computer program or its supporting data. This includes fixing security vulnerabilities and other bugs.

### **Contracted Custom Interface Software**

Custom Interfaces to be created by CentralSquare are identified as individual software licenses in the Agreement. A high-level description of the intended functionality and scope, with named third-party vendor or system is attached as part of Appendix C - Custom CentralSquare Interfaces to this SOW. The detailed functional scope of any custom Interface procured through the Agreement will be defined by an OSD or other documents, which will be developed and delivered to Client during the project.

Any post-approval changes to the requirements documented in the System OSDs or other documents are subject to formal Change Order.

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## **CENTRALSQUARE PROJECT ROLES AND RESPONSIBILITY**

### **Overview**

CentralSquare will appoint a team of specialized personnel that will implement the Project under the direction of CentralSquare'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. Any personnel changes by CentralSquare will be discussed with and agreed upon by Client in advance. Such agreement will not be unreasonably withheld.

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 CentralSquare Project Manager to complete the requirements of the Project.

### **CentralSquare Project Manager**

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

The Project Manager uses a standardized methodology for project implementation, project management, and risk identification and management. CentralSquare's Project Manager is responsible for Project scheduling and management of CentralSquare Project personnel and applicable Subcontractor/supplier resources, budget management, identification and management of Project risks, and communication with Client's Project team. The CentralSquare Project Manager will be responsible for the collaborative coordination of Client resources in an effort to ensure that avoidable Project delays will be 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 will be an active participant in many of the milestone events through the course of the Project. The Project Manager will organize a bi-weekly Project status call with Client and necessary Project team members. Additionally, the Project Manager will provide Client with a written Project status report on a monthly basis, as further defined in this SOW.

### **Technical Services Engineer - Interfaces**

The Technical Services Engineer (TSE) is responsible for two primary functions, within the scope of the Project: 1) configuration of Standard CentralSquare Interfaces and Integrations (including configuration documentation); and 2) development of software requirements documentation for Custom Interfaces. The TSE will additionally participate in testing of each of these Subsystems. In some cases, Software Engineers may perform the role of the Technical Services Engineer.

### **Software Engineer**

The Software Engineer is responsible for development of a customized interface. Primary functions will be 1) development of custom interface requirements documentation for Functional Design Document (FDD) 2) develop custom interface as documented in the FDD; 4) deploy and participate in testing of custom interface. In some instances, the TSE may assist the Software Engineer in deployment and testing of custom interfaces.

### **GIS Consultant**



As part of the implementation team, CentralSquare utilizes a GIS Consultant that specializes in Geographical Information Technology. The GIS Consultant is responsible for mapping components required for the CentralSquare software and consultation services regarding converting the GIS source data for use in CentralSquare software.

GIS training is provided by a CentralSquare GIS Consultant and is described in the GIS section of this document.

### **CAD Enterprise Consultant**

The CAD Enterprise Consultant is responsible for the configuration of the CAD based on Client's system requirements, business rules, configuration data, and reporting needs. The Consultant will provide services to Client with regard to the configuration and operation of CAD. The CAD Enterprise Consultant is also responsible for conducting the CAD System Orientation, Operational and Administrative Review (OAR), assisting with Functional Acceptance Testing and providing consulting support throughout the Project implementation life cycle.

After the completion of the OAR session, ownership for continued Code File configuration and maintenance transfers to Client. At this stage, the Consultant will serve as a guide for Client's further configuration of Client's CAD system until Client's System is in live operation. These activities are described in later sections of this SOW.

Training for CAD Enterprise is provided by CentralSquare Consultants and is described in the training sections of this document.

The Consultant may be an active participant in many of the milestone events through the course of the Project and will participate in bi-weekly Project status calls, as needed.

### **Records Enterprise Consultant**

Records Enterprise Business Consultant(s) participate in various activities throughout the implementation of each of these Subsystems. They are primarily responsible for conducting the System Orientation with Client to observe and evaluate Client's current business practices and make recommendations for improving efficiency and areas that need to be reviewed. They also conduct Administration Training, assist Client through Functional Testing for Records, and provide consulting support throughout the Project implementation life cycle.

After the completion of the Records Administration & Review training session, ownership for continued system build and maintenance transfers to Client. At this stage, the Business Consultant will serve as a consultant for Client's further configuration of Client's system until Client's System is in live operation. These activities are described in later sections of this SOW.

Training for Records Enterprise is provided by CentralSquare Consultants and is described in the training sections of this document.

The Business Consultant may be an active participant in many of the milestone events through the course of the Project and will participate in bi-weekly Project status calls, as needed.

### **Jail Enterprise Consultant**

Jail Enterprise Business Consultant(s) participate in various activities throughout the implementation of Jail Enterprise. They are primarily responsible for conducting the Administration and Review Workshop. They also conduct remote sessions, assist Client through Functional Testing for Jail Enterprise, and provide consulting support throughout the Project implementation life cycle.

After the completion of the Jail Administration & Review training session, ownership for continued system build and maintenance transfers to Client. At this stage, the Business Consultant will serve as a consultant for Client's further configuration of Client's system until Client's System is in live operation. These activities are described in later sections of this SOW.

Training for Jail Enterprise is provided by CentralSquare Consultants and is described in the training sections of this document.

The Business Consultant may be an active participant in many of the milestone events through the course of the Project and will participate in bi-weekly Project status calls, as needed.

### **Technical Services Engineer - Installation**

The Technical Services Engineer (TSE-I) is responsible for installation and integration of CentralSquare onto the system hardware that is identified for this Project. This team works closely with 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 of the SOW.

### **Product Support**

Product Support functions as technical support for all subsystems as purchased by the Client. During the project, support issues are managed through Product Support by the CentralSquare Project Manager. After Go-Live, it is the Client's responsibility to report issues, troubleshoot and coordinate with Product Support as defined in the Agreement and the Software Support Agreement.

### **Account Manager**

The Account Manager is an important resource to 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 Client service requests, manage requests for new software and services, and aids 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 Client as they continue their relationship with CentralSquare.

## **RECOMMENDED CLIENT ROLES AND RESPONSIBILITIES**

### **Overview**

Implementation of the Subsystems in a manner that meets Client's operational needs requires collaboration with Client's team. In general, Client's Project team should include staff experienced in the operation and administration of Client's current public safety technology systems as applicable to the scope of this project. Such teams may include representatives from the PSAP, and other users and stakeholders. These "subject matter experts" need to 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.

These recommendations do not speak to specific positions. Rather, this information defines specific responsibilities and estimated time commitment. A more detailed assessment of time commitment and cadence of commitment will be found in the Project Plan. Client may elect to create individual positions, combine responsibilities, and/or assign responsibilities within their current organizational structure. Client needs to periodically assess its staffing needs based on changes in Client's operational use of this technology.

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

### **Project Manager**

Client's Project Manager is the principal Client contact who will manage a team of Client Project personnel. 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, approval of the Project documentation and Functional Test, and management of Client's staff. Additionally, Client's Project Manager is responsible for coordinating the efforts, activities, and communications between CentralSquare and third-party vendors that are not CentralSquare Subcontractors, as well as any deliverables from these vendors to the Project.

### **System Administrator**

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

As identified in the Agreement and the Software Support Agreement, following the initial system installation, administration, and support for hardware (including the software operating system) and network components for any on-premise components are the responsibility of Client. Client needs to plan for support and maintenance through the development of Client resources, other departments within Client's organization, or by Contracting for such services. 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 CentralSquare Documentation) on computers as needed for current operations and System upgrades; 4) monitoring, management and maintenance of Client's network including LANs, WANs, wireless networks, security accounts and support connectivity (in accordance with CentralSquare Documentation); 5) hardware maintenance and troubleshooting; file and data back-ups and software and error log management; and 6) creation, maintenance and renewal of certificates of on-Premise systems.

For Cloud Hosted deployments CentralSquare is the System Administrator for the Cloud Hosted components of the system. The Client System Administrator role is limited to the Client's network and any on-premise components of the system such as workstations, on-premise servers and network equipment.

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 Client's administrative LAN/WAN, coordination will be important to avoid problems with Client's network traffic.

#### **CAD Enterprise Administrator**

Client's CAD Enterprise Administrator is the individual primarily responsible for managing the CAD Enterprise application software settings to ensure efficient operation. This individual is the primary CAD configuration point of contact representing Client.

Activities include CentralSquare setup, assignment, and management of CentralSquare modular security, maintenance of the Code Files, evaluation and implementation of version updates, reporting, prioritization, and management of support issues.

Within the Multi-Agency environment, separate CAD administration staff may be required to manage the components used by each operation - under the direction of an overall System-Wide CAD Administrator. Any personnel involved in CAD administration should participate in the OAR session, so they are prepared to maintain the CAD Code Files post-OAR. The CAD Administrator should additionally attend CAD Enterprise User Training.

#### **Mobile Enterprise Administrator**

Client Mobile Enterprise Administrator must possess a set of skills necessary to support Client's implementation of the Mobile System. The Mobile Enterprise Administrator will be responsible setting up and maintaining the users, and vehicles as well as minor configuration changes to the Mobile Enterprise product. The desired administrator should possess a working knowledge of:

- a) HTML/XML, CSS, and JavaScript.
- b) SQL, especially views, stored procedures, and database schema.
- c) Standard GPS protocol (TAIP and NMEA).
- d) The Mobile Enterprise Administrator should attend the Mobile Enterprise Train-the-Trainer course and the Mobile Enterprise Administration course.
- e) This individual should work closely with the System Administrator in order to manage file and data back-ups and System administration of the hardware and network.

#### **Records Enterprise Administrator**

The Records Enterprise Administrator will have the responsibilities for the implementation, configuration, and maintenance of CentralSquare's Records Enterprise. This person or persons will be engaged in the implementation of the CentralSquare's Records Enterprise and will participate in making decisions as it relates to implementing the CentralSquare's Records Enterprise.

Records Enterprise Administrator will attend the Records Enterprise Workshops throughout the course of the Project. This person should have a comprehensive understanding of the internal structure and workflow of Records Enterprise, departmental policies, and procedures as well as how the records department interacts with dispatch and field operations personnel.

The Records Enterprise Administrator will be responsible for building and maintaining the Records templates, workflows, and code tables. Additional activities include CentralSquare setup, assignment, and management of the agency specific Code Files, evaluation and implementation of version updates, reporting, prioritization, and management of support issues.

Within the Multi-Agency environment, separate local Records administration staff may be required to manage the components used by each Agency - under the direction of an overall Central Records Administrator. Any personnel involved in Records administration should participate in the Records workshops, so they are prepared to maintain Records Enterprise.

#### **Records Enterprise Output Designer Administrator**

The Records Enterprise Output Designer Administrator will have the responsibilities for creating custom form outputs within Records using Microsoft SQL Server Reporting Services (SSRS), which can be accessed from the Records Enterprise Web UI Data Entry Templates. Using the Records Enterprise Output Designer application utility, the administrator will learn to generate a dataset based on the Records Enterprise Module template, utilizing SSRS to customize the output based off a pre-defined default output report. This administrator will be responsible for configuring the templates to use the custom form output within the Records Enterprise Web Data Entry Designer tool in conjunction with the Records Enterprise Administrator.

This is an advanced role and the resource should have prior working experience using SSRS. CentralSquare will not provide training on SSRS. This resource will also need to be familiar with the Records Enterprise Templates as designed by the Records Enterprise Administrator.

#### **GIS Consultant**

The GIS Consultant is responsible for the mapping components required for the CentralSquare software. Activities include providing the initial GIS files to CentralSquare for analysis. The GIS Consultant will be responsible for working with CentralSquare's GIS Consultant to implement mapping components for the CentralSquare software.

During scheduled activities, 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.

#### **Jail Enterprise Administrator**

The Jail Enterprise Administrator will have the responsibilities for the implementation, configuration, and maintenance of CentralSquare's Jail Enterprise. This person or persons will be engaged in the implementation of the CentralSquare's Jail Enterprise and will participate in making decisions as it relates to implementing the CentralSquare's Jail Enterprise.

Jail Enterprise Administrator will attend the Jail Enterprise Workshops throughout the course of the Project. This person should have a comprehensive understanding of the internal structure and workflow of Jail Enterprise, departmental policies, and procedures as well as how the jail department interacts with field operations personnel.

The Jail Enterprise Administrator will be responsible for building and maintaining the Jail configurations, and code tables. Additional activities include CentralSquare setup, assignment, and management of the agency specific Code Files, evaluation and implementation of version updates, reporting, prioritization, and management of support issues.

Within the Multi-Agency environment, separate local Jail administration staff may be required to manage the components used by each Agency - under the direction of an overall Central Jail Administrator. Any personnel involved in Jail administration should participate in the Jail workshops so they are prepared to maintain Jail Enterprise.

#### **Supervisors (CAD/Records/Jail)**

Input from the Users/Supervisors is important to ensure that the configuration settings approved by Client's team will be perceived as usable by users of each of the Subsystems. These Users/Supervisors should participate in meetings defining and evaluating the requirements and configuration of their respective products, such as System Orientation and Administration Training.

During scheduled activities, Client should have a fully dedicated person or persons. Post-implementation should be maintenance only. These personnel should attend the applicable User trainings.

### **Subject Matter Experts**

Input from subject matter experts in all applicable areas (CAD, Records, Jail, Crime Analysis and each of the Interfaces and external Systems that integrate with CentralSquare 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 Client Agency, and/or third-party vendors. If the vendors are not CentralSquare Subcontractors, Client will be responsible for engaging them in necessary discussions and documentation of the requirements.

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.

### **Application Trainers**

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



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## PROJECT CONTROLLING PROCESSES

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### Overview

Project Controlling Processes are established early in the Project life cycle during the Planning Phase and described within the Project Management plans. 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 Communication Management, Risk Management, and Change Management. The process begins during the initiation process and concludes at the end of the Project.

The establishment of defined processes for Client communication (contact persons and reporting methods) provides a basis for effective and regular communication. This supports the previously noted processes necessary for successful Project outcome.

As part of the Controlling Processes, CentralSquare 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, CentralSquare'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, CentralSquare will submit a Task Completion Report ("TCR") to Client. The TCR serves as a formal tool for the purpose of verifying with 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 Client by CentralSquare's Project Manager for signature. Some TCRs may trigger a Project payment, in accordance with the payment terms within the Agreement. Upon execution of a TCR that is tied to a Project payment milestone, Client will receive an invoice from CentralSquare's Accounting Department which must be paid based on the terms and conditions of the Agreement.

The TCR will include the following information:

- a) Description of Work performed, and products delivered.
- b) Comments noting any special circumstances.

- c) Product/Service deliverables listing the Agreement line items that are being recognized as delivered and will be invoiced.
- d) Related Payment Terms in accordance with the Agreement, for Agreement line items that will be invoiced relative to the TCR.

#### **CentralSquare Responsibilities**

- a) CentralSquare 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 Agreement payment schedule.

#### **Client Responsibilities**

- a) Client will review and approve TCRs within a five (5) 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 CentralSquare 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 CentralSquare Project Manager within five (5) business days of receipt of the TCR.

#### **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 Agreement for this SOW, both parties must approve each change in writing and agree on the impact each change may have on the 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, CentralSquare 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 Client or CentralSquare, all Change Orders will be documented by the CentralSquare 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 Agreement for this SOW.

All Change Orders must go through the CentralSquare's internal approval process before they can be presented to Client for review and approval. Once the Change Order is generated, Client Project Manager and CentralSquare 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 CentralSquare to properly investigate and scope of the requested change. If additional fees are required by CentralSquare to create a Change Order, those fees will be identified and communicated to Client Project Manager prior to CentralSquare's investigation of the requested change. In such situations, CentralSquare will only proceed with the investigation required to create the Change Order if 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 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.

### **CentralSquare Responsibilities**

- a) Change Orders will be prepared for submission to Client when required.
- b) Where Project changes require Engineering-level modifications.
- c) CentralSquare will perform requirements capture necessary to prepare required documentation including a high-level description of the change for Client review and approval.
- d) Where Project changes require Engineering-level modifications, Client will be informed of the delivery mechanism (version and schedule).

### **Client Responsibilities**

- a) When applicable, Client will identify the services or deliverables that will be subject to a Change Order, per the Agreement between both parties.
- b) When applicable, Client will identify changes to application features or functionality, 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.

### **Project Reporting**

CentralSquare will provide Monthly Status Reports advising 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 CentralSquare and CentralSquare'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 CentralSquare Project Manager will hold bi-weekly status meetings/conference calls to update Client on the status of the Project and key action items and deliverables.

During the course of the Project, one or more Project Provisioning Guides will be created to document Project issues and action items. These Provisioning Guides are generally product specific and are used by the Project Manager and other team members to facilitate successful Project completion. Project Provisioning Guides are reviewed with Client on an as needed basis through the course of the Project. The Project Manager is responsible for periodically providing copies of updated Provisioning Guides.

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

#### **CentralSquare Responsibilities**

- a) Provide a written report of Project status once a month.
- b) Track issues and action items to closure through product specific Provisioning Guides. Client will be periodically provided with updated copies of the Provisioning Guide.
- c) Conduct status meetings/conference calls every two weeks.
- d) Maintain an up-to-date Project Schedule.

#### **Client Responsibilities**

- a) Review the written report of Project status and provide feedback within five (5) 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.

#### **Document Review**

In the course of the Project, CentralSquare will deliver several documents to Client for review. These documents will include but are not limited to the Functional Acceptance Test Procedures, Project Schedule, OSD, Training Materials and Interface Requirement Documents for the Project. Approved documents are returned to the CentralSquare 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 desired copies. The CentralSquare Project Manager will retain a copy and provide Client with a copy.

Should Client find any document unacceptable, Client must provide specific reasons in writing to the CentralSquare Project Manager. CentralSquare 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, Client is responsible for the review of such documents and providing any comments to CentralSquare within five (5) business days.

**Documents Subject to Client Approval**

- a) Change Orders
- b) Operational Scenario Documents (OSD)
- c) Functional Acceptance Test Procedure documents
- d) Task Completion Reports

**Documents Subject to Client Review not Requiring Approval**

- a) Note: The Project Schedule and any changes hereto are to be mutually agreed upon between Client and CentralSquare.
- b) Project Status Reports

**CentralSquare Responsibilities**

- a) Distribute the documents to 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 Client and CentralSquare for filing.

**Client Responsibilities**

- a) Review the documents presented and provide the appropriate information back to CentralSquare within five (5) business days for configuration sheets, Change Orders and/or Sales Orders.
- b) Review the documents presented and provide the appropriate information back to CentralSquare within five (5) business days for requirements documents defined above. Unless unanticipated changes to the Project Schedule would warrant a shortened turnaround.

**Third-Party Management**

CentralSquare will be responsible for the management of third parties that have been identified as Subcontractors or executed Change Orders to the Agreement.

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

Conversely, Client will be responsible for the management of third parties that CentralSquare is not responsible for. 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 Client's System.

**CentralSquare Responsibilities**

- a) Assume responsibility for third parties that are the responsibility of CentralSquare within the terms of the Agreement between CentralSquare and Client.
- b) Process any Change Orders that may arise from a material change in scope where third parties are concerned.
- c) Inform Client when configuration and or programming will require interaction and/or documentation from a third-party which is not the responsibility of CentralSquare under the Agreement between CentralSquare and Client.

**Client Responsibilities**

- a) Work directly through CentralSquare with regard to third parties that are the responsibility of CentralSquare.
- 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 CentralSquare and third parties not the responsibility of CentralSquare to include conference calls, answers to questions and documentation as requested

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## PROJECT INITIATION AND PLANNING

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### Overview

Project Initiation and Planning involves gathering the necessary Project specific information in order to produce a Project Management Plan and a Project Schedule. In short, 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 Client and CentralSquare 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 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 Client and

### CentralSquare 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 Interface Operational Scenario Document (OSDs), System Planning Guide, etc.)
- c) Identify and engage the CentralSquare Project team responsible for carrying out Project Execution.
- d) In collaboration with Client, develop the Project Management Plan (includes the Communication Management Plan, Risk Management Plan, and Change Management Plan).
- e) Baseline the Project Schedule.
- f) Prepare and submit the TCRs for Client acceptance of the Project Management Plan as defined above.
- g) Develop and submit invoice for payment due at execution of the Agreement.

### Client Responsibilities

- a) Assign a Project Manager for the Project to participate in Initiation phase activities.
- b) Identify and engage Client's Project team.
- c) Review and comment on the CentralSquare Project Management Plan and the Project Schedule.
- d) Review and comment on CentralSquare provided documentation to support Initiation activities.
- e) Approve the TCRs for the Project Management Plan within 5 business days.

### **Project Kick Off**

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

- a) The CentralSquare Execution Process.
- b) A high-level description of Project Deliverables.
- c) Roles and responsibilities for the Project team members.
- d) A high-level review of the preliminary Project Schedule including projected Project milestones and checkpoints.
- e) Describe the work that has been either completed, is in progress or is due to begin within the immediate future.
- f) Review any project related questions from Client's team.

### **CentralSquare Responsibilities**

- a) Prepare the agenda and set a date for the Kick-Off that is convenient to Client and CentralSquare Team.
- b) Distribute any documents that Client should review in advance of the Kick-Off meeting.
- c) Conduct the Kick-Off meeting.

### **Client Responsibilities**

- a) Work with the CentralSquare Project Manager to facilitate scheduling a date for the Kick-Off meeting.
- b) Schedule the appropriate personnel from 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 seating and audio-visual equipment including a projector(s), screen, and whiteboard.

## **PROJECT EXECUTION**

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### **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.

### **System Installation**

System installation is one of the early processes in the Project implementation phase and has a significant 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.

#### **Review Hardware Specifications (On-Premise)**

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

#### **CentralSquare Responsibilities**

- a) Review and validate hardware and Third-party specifications.

#### **Client Responsibilities**

- a) Provide hardware and Third-party specifications to Client.

#### **Hardware and Third-party Software Provisioning (On-Premise)**

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

If the hardware and third-party software is procured by Client, it is Client's responsibility to procure the required equipment based on CentralSquare 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 Client is responsible for procuring the server hardware, Client will be responsible for completing the following steps:

- a) Fully configuring the servers with cores, memory, and disks.
- b) Loading VMware and Microsoft Windows.
- c) Partitioning disk drives and the implementing of applicable Raid level based upon CentralSquare documentation.
- d) Assigning the computer name and IP address based upon CentralSquare documentation.
- e) Creating the SSL Certificates needed for each server which requires one based upon CentralSquare documentation.
- f) Providing the media and licenses for SQL Server in a location accessible by the servers

#### **Hardware Staging and Preparation for Installation (On-Premise)**

Unless contracted through CentralSquare, Client will perform basic server integration for all on-premise servers. Basic server integration includes placing the servers in the racks, joining them to the existing domain, with the Domain Controller in place, installing the CentralSquare pre-requisites on applicable servers, and establishing remote connectivity capability via the CentralSquare remote support solution for authorized CentralSquare personnel to perform configuration. These activities

will be coordinated between CentralSquare and Client IT staff. Guidance will be provided by CentralSquare's Technical Services Installation team as required. If Client is not willing to complete the basic server integration, this task may be performed by CentralSquare or CentralSquare's Subcontractors at additional cost.

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

Client is responsible for ensuring that the site is prepared and ready for the installation of hardware, third-party software, and CentralSquare as detailed in CentralSquare's documentation including the System Planning Guide 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 CentralSquare Technical Services team will verify: (1) connectivity to Client site via CentralSquare's remote support solution, (2) connectivity to each of the servers, and (3) access to all required security accounts.

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

#### **CentralSquare Responsibilities**

- a) Provide the System Planning Guide
- b) Facilitate a hardware review prior to hardware/OS procurement.
- c) Procure equipment and third-party software if included in the Agreement as a CentralSquare deliverable
- d) Provide guidance and assistance as necessary if the system equipment is procured by Client.
- e) Distribute the Installation Service Request (ISR) document to Client.
- f) Assist in Client in completing the ISR.
- g) Review the completed ISR prior to the installation.
- h) Test the remote connectivity to the site prior to installation of the hardware and software.
- i) Install Microsoft SQL software.
- j) Prepare and submit a TCR for Client review and approval upon completion of these activities.

#### **Client Responsibilities**

- a) Complete the Installation Service Request (ISR) document and provide to CentralSquare.
- b) Perform site preparation, as specified in the System Planning Guide and ISR.
- c) Assign the computer name(s) and IP address(es) based upon CentralSquare documentation.



- d) Establish remote connectivity capability for authorized CentralSquare personnel to perform software installation and configuration.
- e) Run CentralSquare Pre-Requisite Executables on all applicable Enterprise servers prior to any installation work being performed.
- f) Provide all horizontal and vertical cable runs, pathways, coring, access points, floor cutting or drilling, and related tasks related to cable and equipment installation.
- g) 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.
- h) Provide electrical facilities (e.g., outlets, generator, and other electrical infrastructure facilities) required for this project, including necessary maintenance.
- i) Provide cabling (e.g., power, network, interface, and other electrical and data transmission lines) required for this project, including necessary maintenance. All lines will be clearly identified and tested.
- j) Provide and install all data communication equipment switches, routers, and other components necessary for system operation and maintenance, connection to remote sites to other systems, and to other agencies.
- k) Provide network/communications connections (e.g., LAN/WAN, commercial wireless, telephone, VPN, and other voice/data connections), and maintain ongoing network/communications charges associated with installation, operation or support of the proposed system including the establishment and maintenance of security accounts.
- l) Configuration and/or programming of network routers, switches, and bridges – this includes providing information to CentralSquare 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 CentralSquare documentation.
- m) The installation, configuration, maintenance (including patch management and upgrades of Microsoft software required by any on-premise component of the System).
- n) Provide TCP/IP communications and connection to the server equipment for any existing networks, workstations, mobiles, and printers that are to have access to the CentralSquare applications.
- o) Obtain all necessary IP addresses and schemes.
- p) Allow remote access to CentralSquare to all development and system “root” accounts on all servers running CentralSquare licensed Software.
- q) Procure equipment and third-party software if it is the responsibility of Client according to the Agreement.
- r) Install operating system software, perform Windows Genuine Advantage validation, and install all Windows Updates for Client procured hardware, the maintenance (including patch management and upgrades of Microsoft software required for any on-premise component of the System), unless the service is specified as a CentralSquare responsibility in the Agreement.
- s) Perform basic server integration including, but not limited to:

- i. Installation of servers in applicable racks.
  - ii. Connecting servers to network switches.
  - iii. Joining servers to the existing domain with the domain controller in place.
  - iv. If applicable, install and setup of the VM environment.
- t) Provide CentralSquare with all necessary configuration documentation which includes machine naming, IP addresses, Administrator Account information, Service(s) Account information, naming convention, and connectivity as prescribed.
- u) Provide CentralSquare with a high-level network diagram. The diagram should be provided prior to CentralSquare installation.
- v) Install all peripheral equipment, including scanners, printers, barcode readers, etc.
- w) Create and maintain SSL certificates for the servers which require them, per CentralSquare documentation.
- x) Approve the applicable TCR.

#### **Basic Server Preparation and Network Services (On-Premise)**

Performing the services listed in this section is a responsibility of Client. If these services are explicitly included in the Agreement, CentralSquare or a CentralSquare Subcontractor will implement 3<sup>rd</sup> party software and/or hardware solutions based upon the following task list. These solutions can include but is not limited to, SAN, VMware, VDI 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 Client and are not included in CentralSquare's standard installation services.

#### **Client Responsibilities**

- a) Provide the facility suitable to house Server hardware and network infrastructure.
- b) Have a member of Client's IT staff available while software/network configuration is being performed.
- c) When deploying a SAN, configure the applicable RAID configuration, create the LUN(s), and present them to the physical or virtual servers.
- d) When deploying VDI, CentralSquare or a CentralSquare Subcontractor will install the hardware (if not already deployed at Client site) and VDI software as outlined in the Agreement.
- e) If the VM servers are not procured through CentralSquare, Client is responsible for building individual servers.
- f) 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. Client is also responsible for building individual VM servers.

- g) 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.
- h) Create domain account(s) for CentralSquare's remote support connectivity and access so that CentralSquare can assist Client with installation and ongoing maintenance
- i) Perform all necessary network configurations, to include but not limited to determining the network design routing protocols, subnet mask, redundancy, router, and switch configuration.
- j) 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 Client.

### **System Installation (On-Premise)**

Once CentralSquare and Client have prepared the site based on CentralSquare documentation, to include the System Planning Guide and the applicable ISR form is completed, the CentralSquare Technical Services Engineer will perform the CentralSquare installation services.

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

These installation activities will be coordinated between CentralSquare and Client.

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.

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

If Client does not follow the processes and procedures detailed in the CentralSquare System Planning Guide and this results in a need for reinstallation of the hardware or software, the reinstallation effort will be performed at additional cost to Client. If determined to be as a result of a significant process and procedural oversight deviating from the System Planning Guide.

At CentralSquare's discretion, CentralSquare may perform installation activities for certain components of the system onsite.

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

- a) Site preparation is complete as outlined in the sections above.
- b) Hardware has been installed at Client site.
- c) Client has provided CentralSquare with remote connectivity to all applicable servers.
- d) All SSL Certificates required for operation must be created per CentralSquare documentation.

- e) Client has provided CentralSquare all relevant documentation as outlined in the sections above to include licensing keys, IP addresses, username/passwords, and the completed ISR.

#### **Client Responsibilities**

- a) Allocate appropriate onsite Project personnel to support CentralSquare 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) All SQL server licenses will be installed by CentralSquare. Client is responsible for making the media and license keys available to CentralSquare for installation.
- c) Complete the configuration of workstations (after the installation of the limited number of workstations by CentralSquare) using the Prerequisite Software Package and applicable Launch configurations.
- d) Put in place CentralSquare's recommended backup procedures as outlined in the System Planning Guide and ensure backup procedures are consistently followed beginning at the completion of this task.
- e) Install and configure virus scanning and other security software as outlined in the System Planning Guide.
- f) Provide SSL Security Certificates for all CentralSquare web-enabled applications that require a certificate, configured per CentralSquare documentation.
  - g. After completion of the initial installation and configuration of System servers, Client will be responsible for maintaining the System based on CentralSquare System Planning Guide, and the technical hand-off meeting and associated document from CentralSquare Technical Services department.
  - h. Review and approve the TCR from the Technical Handoff meeting.

#### **CentralSquare Responsibilities**

- a) Install and configure Microsoft SQL to operate with each of the applicable CentralSquare product(s).
- b) Configure the System servers in the applicable environments (Production, Test, Training, and Disaster Recovery environments, if provisioned by the Agreement).
- c) Install and configure the applicable CentralSquare system(s) on the designated servers and applicable environments as specified in the Agreement.
- d) Provide verbal support to Client with self-installation procedures for the workstations using the CentralSquare provided Prerequisite Software Package and applicable Launch configurations.
- e) If applicable, create data dumps for Microsoft SQL database backups (as a backup for Records Enterprise databases).
- f) After completion of the initial installation and configuration of each major System (such as Records Enterprise servers), a member of Technical Services team provides a technical hand-off to designated staff from Client's information Technology team via a conference call. The following major topics will be discussed during this technical hand-off:
  - 1. Proper procedures for performing System Backups:

2. File Structure – Inclusions and exclusions
  3. Databases
  4. Moving Backups to media
  5. Proper procedures for refreshing Test/Training system (and related documentation)
  6. Approved configuration and use of Virus Scan software
  7. Approved procedure for application of Windows updates
  8. System Upgrade process and procedures
  9. Support Website and CentralSquare list server access
  10. Managing/Reviewing system logs (SQL and Event Logs)
- g) Provide a Network Layout Diagram of the installed servers.
- h) Provide a list of network ports and protocols utilized for the purpose of securing the system.
- i) Prepare and submit a TCR upon completion of the installation tasks and activities.

### **Disaster Recovery Provisioning (On-Premise)**

The Disaster Recovery environment(s) for this Project is designed to address the failure of components of the server infrastructure; a failure of the primary database server at the primary server location; or a failure of the majority of the server infrastructure at the primary server location.

In the event where there is a significant failure of the primary server infrastructure, the Disaster Recovery environment allows staff to connect to a Disaster Recovery System located at a remote location in order to continue operations. This scenario is particularly applicable in situations that involve power and/or network outages, facility failure, and lack of access to the primary server environment. CentralSquare will provide Disaster Recovery documentation (Failover Document and Switch-Over to the Disaster Recovery Server) that describes the technology that supports on-going operation of System(s) in this situation. This is also managed through CentralSquare approved Disaster Recovery software.

Failover to the Disaster Recovery system in each of above scenarios involves a number of manual and automated steps to activate CentralSquare files and configurations applicable for the Disaster Recovery System. CentralSquare will provide the necessary pre-staged files and the procedure specific to such files. Similar steps will be followed for a failback process. Client must ensure that trained personnel are available for failover/failback and that applicable documentation is carefully followed. Additional Information is available in the System Planning Guide and the CentralSquare operational manuals for Disaster Recovery Systems.

**Note:** The Synchronization between Primary and the Disaster Recovery server requires a CentralSquare approved third-party Disaster Recovery Software. If the license for this synchronization software is not explicitly listed in the Agreement (purchased through CentralSquare) Client is responsible for procurement of the required licenses for this software.

### **Cloud Virtual Provisioning**

Cloud virtual provisioning will be the responsibility of CentralSquare. Implementations may be Cloud only, or a combination of cloud and On-Premise. For combinations of Cloud and On-Premise the guidelines on hardware and server/network preparation remain in effect for the On-Premise portion.

The CentralSquare Cloud Team will provision the CentralSquare software in the Cloud. This will entail a planning meeting with the Client System/Network Administrator and other CentralSquare staff (Project Manager, Technical Services), configuration of the VPN, advising on network communications, and configuring access to the provisioned system.

#### **CentralSquare Responsibilities**

- a) Technical meeting with Client network\systems administration staff
- b) Provision VPN tunnel to Client's endpoint
- c) Provide port, protocol information to Client for firewall rules
- d) Provide guidance on DNS forward lookup zones needed for interoperability between Client networks and cloud deployment
- e) Provide guidance on routing needed from Client networks to cloud environment
- f) Configure tunnel for all Client workstation subnets
- g) Provision cloud systems
- h) Provide URLs and any other paths for Client connectivity
- i) Configure on-premise message switch to communicate with cloud deployed systems
- j) Perform Connectivity tests with Client assistance at least one week prior to any workshops

#### **Client Responsibilities**

- a) Attend technical meeting with CentralSquare resources
- b) Provide an endpoint device compatible with Cisco ASav VPN
- c) Provide end point public IP address for VPN tunnel to CentralSquare cloud environment
- d) Work with CentralSquare technical staff to provision the VPN
- e) Open firewall as directed by CentralSquare Technical staff.
- f) Implement DNS forward lookup zones for interoperability with cloud environment
- g) Provide routing rules to route traffic through the VPN tunnel as advised by CentralSquare technical staff
- h) Identify subnets where workstations will connect to the cloud environment from
- i) Perform connectivity tests, with CentralSquare assistance at least one week prior to any workshops

#### **Implementation of CAD Enterprise**

CAD Enterprise is implemented through a series of standard steps and process gates designed to ensure that operational needs are identified, configurations are verified, and tested to validate proper functionality prior to Go-Live.

#### CAD Enterprise Implementation Process Overview

Major Task	Description
<b>System Orientation</b>	Initial activity to kick off work on deliverable.
<b>Workshops</b>	CentralSquare and Client will conduct workshops as indicated in the approved Project Schedule.
<b>Base System Build</b>	After initial build by CentralSquare, Client assumes ownership of building and maintaining codefiles.
<b>Functional Testing</b>	Conducted prior to the start of End User Training.
<b>Training</b>	As indicated in the approved Project Schedule.
<b>Go-Live</b>	The application is brought into Production use.

#### CAD Enterprise System Orientation

Major Task	Description
<b>Overview</b>	<p>Orientation includes a business process review of Client's current operation as well as discussion regarding key configuration options and assignments related to the Codefile build.</p> <p>Includes a demonstration of software functionality.</p> <p>Comprehensive discussion of workflow from initiation of incident through incident completion. May include observation of Dispatch staff and/or ride-along with field units.</p> <p>Determination of Agency Type Setup; segmentation of operational processes including incidents, units, and call-taker/dispatcher roles and responsibilities.</p> <p>Reporting requirements (geographic reporting segmentation, etc.).</p> <p>Determination of event numbering for incidents, including master incident numbers, response numbers, and case numbers.</p>
<b>Client Participants</b>	CAD Administrators and core members of Client implementation team who can address key points and make configuration decisions.

	Should not exceed ten (10) participants.
<b>Duration</b>	As noted in the Project Schedule.
<b>Output</b>	<p>Client will continue gathering configuration information via the System Module Setup worksheet (SMS) provided by the CentralSquare Consultant, adhering to the mutually agreed-upon schedule for entry into the System.</p> <p>The CentralSquare Consultant will provide ongoing consultation services.</p>

**Note:** Client's provision of Codefile information is an early Project checkpoint. Remote sessions will be scheduled as a follow up to System Orientation to guide Client through the data collection process and entry. This information is needed to prepare the OAR and incomplete, inaccurate, or delayed Codefile information can have a cascading effect on the Project Schedule.

#### CentralSquare Responsibilities

- a) Schedule System Orientation in accordance with Client's availability and the Project Schedule.
- b) Prepare and distribute meeting agendas and documents for Client review or completion prior to each meeting.
- c) Conduct meetings based on distributed agendas.
- d) Document Client's requirements and configuration specifications resulting from System Orientation discussions.
- e) Send the System Module Setup worksheet (SMS) and other reference material to Client.
- f) Document and assign owners and due dates to action items and track to closure.
- g) Document any gaps between standard functionality of the System and functionality required by the Agreement for further analysis and discussion and/or facilitate the Change Control process. Client-requested changes beyond the scope of the Agreement will be evaluated from a functional and timeline perspective during this phase, as well as for additional charges assessed to Client.
- h) Schedule/conduct remote sessions to guide Client through Codefile data collection process.
- i) Prepare and submit a TCR upon completion of relevant activities.

#### Client Responsibilities

- a) Ensure participation of key stakeholders and decision-makers in the System Orientation process.



- b) Provide subject matter experts to explain current call flow and agency structure and make decisions regarding any proposed changes in implementing the CAD Enterprise System.
- c) Provide subject matter experts to gather and provide the data elements used to build Codefiles to CentralSquare.
- d) Provide subject matter experts 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.
- e) Provide subject matter experts who will become CAD super users, as well as a CAD Administrator who will be responsible for the ongoing maintenance of the CAD Codefiles and configuration.
- f) Provide subject matter experts responsible for translating the geopolitical/operational boundaries into data (ESRI shape files) suitable for use within CAD.
- g) Provide subject matter experts responsible for the maintenance of street centerline data.
- h) Provide subject matter experts to provide information on technical Systems (Interfaces and Hardware/Network) or field-related functions (Mobile Enterprise or other mobile systems, station alerting and the like).
- i) Review and approve applicable TCRs.

#### CAD Enterprise Base System Codefile Entry

Major Task	Description
<b>Overview</b>	<p>Initial Codefile review and build by CentralSquare Consultant with active participation by Client via periodic remote review sessions.</p> <p>CentralSquare Consultant will configure the System hierarchy based on call flow and operational processes as defined during System Orientation.</p>
<b>Client Participants</b>	CAD Administrators and core members of Client implementation team who can address key points and make configuration decisions while participating in the Codefile building process.
<b>Duration</b>	As noted in the Project Schedule.
<b>Output</b>	CentralSquare Consultant completes the base Codefile entry to a level that allows for evaluation of call flow and incident management functions, including: call-taking layout, system hierarchy, incident numbering, Incident/Unit displays.

	<p>Validation via the Codefile building confirms completion of setup, limits the risk of rework, and ensures understanding how information will translate for usage within CAD Enterprise.</p> <p>Some Codefiles that require local knowledge of the geography and physical location of business and high-risk areas of the community (such as response plans, premises, and caution note/hazard information) cannot be built by CentralSquare. Client assumes responsibility for entering and geo-verifying some Codefile elements such as premises.</p> <p>The CentralSquare Consultant will provide consultation services throughout the project.</p>
<b>Prerequisites</b>	Completion of CAD Enterprise System Orientation and receipt of requested Codefile data from Client.

#### CentralSquare Responsibilities

- Monitor timely delivery, evaluate Codefiles submitted by Client, and provide oversight with entry.
- Complete preliminary Codefile build of Client's CAD Enterprise System as outlined in the Provisioning Guide. Codefile build will be entered based upon the applicable requirements provided by CentralSquare and responses from Client.
- Facilitate updates to the Provisioning Guide.

#### Client Responsibilities

- Provide timely input and updates to the SMS sheet to support Codefile building timelines.
- Participate in the Codefile validation conference call.
- Continue building System Codefiles (those not built by CentralSquare) after the Operational and Administrative Review (OAR).

#### Geographical Information Services

#### Data Evaluation

Major Task	Description
<b>Analysis Report Overview</b>	The CentralSquare GIS Analyst will work with Client to perform a one-time evaluation and initial conversion of Client provided street center-line GIS data. GIS data must be from a single integrated source when delivered to CentralSquare for conversion.

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	<p>Routing and Navigability: Data will be analyzed to ensure there are no breaks in the road network and that an acceptable range of addresses within the service area are routable with impedances or speed limits, applicable turn restrictions (one way data), elevations for overpasses, and street types.</p> <p>Addressing: Evaluate data for the presence of block ranges, street types, and city designators.</p> <p>Supplemental Coverage: Evaluate GIS data that may be available for response areas, ESRI compatible overlays including satellite images, and applicable point data to ensure compatibility.</p>
<b>Client Participants</b>	GIS Administrators and CentralSquare GIS resource.
<b>Duration</b>	Training On-Site is 3 days or Remote is broken up over 5 days.
<b>Output</b>	<p>A report will be prepared upon completion of the GIS analysis prior to import of GIS data.</p> <p>If there are issues with data, additional work and analysis may need to be added to the project via Change Order; additional costs may apply.</p> <p>Project timeline may require evaluation based on severity of issues and time required for correction for CAD to function properly.</p> <p>CentralSquare will also provide training on the GISLink utility so Client can perform updates to GIS data on an ongoing basis.</p> <p>The CentralSquare Analyst will provide ongoing consultation services.</p>

**Note:** Data evaluation only applies to Custom Map conversions of Client-supplied data. Standard mapping conversion (TeleAtlas data) is limited to converting source mapping data from one of the standard mapping data providers and must also be provided by Client.

#### CentralSquare Responsibilities

- a) Evaluate Client-supplied GIS data to ensure it is formatted correctly for street-centerline display, address point usage and address functions.
- b) Evaluate Client-supplied GIS data to ensure it is formatted correctly for routable functions.

- c) Evaluate Client-supplied GIS data to ensure it is formatted correctly for CAD Enterprise Quickest Path Unit Recommendations functionality.
- d) Review Client-supplied GIS layers for CAD and Mobile Enterprise for viewing and execute the initial basic map configuration, and optimization for Enterprise Mobile.
- e) Provide a report which summarizes the findings from GIS analysis services for CAD Enterprise.
- f) Prepare and submit a TCR upon completion of relevant activities.

#### **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.
- c) Based on the Analysis Report provided by CentralSquare, make requested changes to mapping data to meet CentralSquare's GIS data requirements.
- d) Review and approve the appropriate TCR.
- e) Mapping Data Conversion and Import
- f) CentralSquare will perform a Mapping Data Import that provides maps for the CAD Enterprise System. The process does not include making corrections to Client GIS data. If the GIS data consists of data from more than one source, CentralSquare will not be responsible for joining these areas, or "stitching" areas together to create a uniform geographic area.

#### **Configuration of Mapping Layers**

A CentralSquare GIS Analyst will configure up to 7 Standard GIS layers for viewing on CAD and Mobile Enterprise. Conversion activities will include training so Client can create additional layers for use in CAD Enterprise and Mobile.

Additional conversion work by CentralSquare staff is an additional charge and must be authorized by the Agreement or a Change Order.

Standard layers are limited to the following:

- a) Water line features (rivers, streams, creeks)
- b) Water polygon features (ocean, lakes, ponds)
- c) Airports
- d) Railroads
- e) Parks
- f) City Boundaries
- g) County Boundaries

#### **Response Area Import Service**

If Client provides Response Area data to CentralSquare at the time of CAD map conversion, the CentralSquare GIS Analyst will import Response Areas into CAD Enterprise. GISLink training will

provide Client with the capability to add, delete, or modify Response Areas for ongoing GIS maintenance.

#### **CentralSquare Responsibilities**

- a) Provide initial configuration services to enable use of CAD Enterprise Quickest Path Unit Recommendations functionality.
- b) Perform mapping data conversion and import of Client-supplied data into applicable licensed Systems and Subsystems.
- c) Prepare and submit a TCR upon completion of relevant activities.

#### **Client Responsibilities**

- a) After initial GIS conversion, assume responsibility for updating the data using
- b) CentralSquare provided GIS tools to ensure that data is up to date for Go-Live.
- c) Review and approve the applicable TCR.

#### **CAD Enterprise Operational and Administrative Review (OAR)**

Major Task	Description
<b>Overview</b>	Codefile review validates the accuracy and completeness of information provided for call-taking and dispatch workflows and ensures mutual understanding how information will be used within CAD Enterprise.
<b>Client Participants</b>	<p>Key members of implementation team to include representatives from dispatch and operations. Participants must be able to make decisions regarding subsequent changes in call flow that may arise during Codefile review.</p> <p>Participants should not exceed ten (10).</p>
<b>Duration</b>	As noted in the Project Schedule.
<b>Output</b>	<p>CAD Core Team learns how to use the key utilities used to configure the System.</p> <p>Completion of Codefiles transfers to Client, who will enter the balance of Codefiles not built by CentralSquare.</p> <p>Client becomes responsible moving forward for maintaining Codefiles, including those that must be continually updated (personnel, units,</p>

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	<p>premises, caution notes, etc.) to keep Codefiles in a Go-Live ready status.</p> <p>The CentralSquare Consultant will provide consultation services during the project based on services sold.</p>
<b>Prerequisites</b>	<p>Client is responsible for supplying the requested data to CentralSquare no later than four (4) weeks prior to OAR to allow sufficient configuration time.</p> <p>The centerline conversion should be completed no later than four (4) weeks prior to OAR. Delays will result in a cascading effect on the project timeline.</p>

**Note:** CAD Enterprise OAR is an event applicable to CAD Enterprise only. No other Systems or Subsystems will be demonstrated during this session.

**Note:** The OAR is not intended to provide a comprehensive end user training understanding of the Subsystem; rather, to provide participants an understanding of basic features, call flow and how configuration files influence them.

#### CentralSquare Responsibilities

- a) Schedule OAR in accordance with Client's availability and the Project Schedule.
- b) Prepare and distribute the meeting agenda a week prior to the meeting.
- c) Conduct the meeting based on the agenda.
- d) Provide introduction and hands-on training to the different modules and their configurations based off of the SMS document.
- e) Review installed maps for CAD Enterprise.
- f) Introduce Client to and begin documentation within the Provisioning Guide.
- g) Document and assign owners and due dates for action items and track to closure.
- h) Handoff management of Codefiles from the SMS document to Client.
- i) Provide Client team with a copy of the CAD Enterprise User and Administration Guides.
- j) Prepare and submit a TCR upon completion of the OAR.

#### Client Responsibilities

- a) Provide adequate environment to conduct the OAR.
- b) Provide subject matter experts to examine and confirm the hierarchy build as articulated to the Consultant in terms of the agency structure.

- c) Provide subject matter experts to examine and confirm the proposed call flow.
- d) Provide participants who will be tasked with completing the Codefile build and maintaining it once ownership transfers.
- e) Provide participants who will verify the agency's geopolitical/operational boundaries.
- f) Provide participants responsible for translating the geopolitical/operational boundaries into data (ESRI shape files) suitable for use within the Subsystem and can validate those boundaries.
- g) Provide participants responsible for the maintenance of the agency's street centerline data.
- h) Assume ownership for the continued build and maintenance of the system from the SMS document under the guidance of the CentralSquare Consultant.
- i) Review and approve applicable TCRs.

### **CAD Enterprise Workshops**

After the CAD Enterprise OAR has been completed, CentralSquare will conduct one or more CAD Enterprise workshops. Workshops are an extension of the OAR and are specified in the Agreement.

Refer to Appendix Y, Workshop and Training Summary for a complete listing applicable to this project.

### **CentralSquare Responsibilities**

- a) Schedule workshops in accordance with Client's availability and the Project Schedule.
- b) Prepare and distribute the meeting agendas and documents for Client review or completion prior to each workshop.
- c) Conduct workshops based on the distributed agenda.
- d) Prepare and submit a TCR upon completion of the workshop.

### **Client Responsibilities**

- a) Provide adequate environment to conduct the workshop.
- b) Ensure participation of the appropriate personnel.
- c) Continue Codefile building activities as directed.
- d) Review and approve the applicable TCR.

### **CAD Enterprise Administration (CAD Codefile Management) Training**

Major Task	Description
Overview	Course prepares Client personnel to manage, evaluate, and optimize CAD Codefiles using CAD Enterprise utilities.

Fort Bend County Sheriff, TX  
Fort Bend Sheriff, TX – Enterprise Suite (Modernize from Tiburon)

	CentralSquare will provide hands-on training in management of CAD Codefiles using CAD Enterprise utilities.
<b>Client Participants</b>	<p>CAD Administrator and other members of Client implementation team who will be involved in ongoing administration of CAD Codefiles.</p> <p>The number of students is limited to ten (10) per class.</p>
<b>Duration</b>	<p>Three (3) days with a maximum duration of eight (8) hours.</p> <p>Training occurs between Tuesday and Thursday.</p>
<b>Output</b>	<p>Students will learn how Codefiles interact within the System, and how to make necessary changes as well as evaluating and optimizing CAD Enterprise.</p> <p>CentralSquare recommends that the test or training system be used for this course.</p>
<b>Prerequisite</b>	Completion of CAD Operational and Administrative Review (OAR).

### CAD Enterprise Functional Acceptance Testing

Major Task	Description
<b>Overview</b>	<p>Client leads and CentralSquare will assist with Functional Testing, which is a remote activity occurring one time after OAR and prior to End User Training and Go-Live. Functional Testing is conducted for the first phase going into Production and is not repeated for subsequent phases.</p> <p>CentralSquare may organize at its discretion, separate breakout Functional Test sessions for subsections of the Functional Test documents that are applicable only to one agency (for example, applicable only to Law or Fire agencies). Each test will be executed once, and applicable users and agencies must attend the Functional Test session and conduct the tests.</p> <p>Since the focus of Functional Testing is functionality of the System but not a validation of Codefiles, it is not necessary that all Codefiles be built prior to conducting the Functional Test.</p>



	<p>The Functional Test process consists of running script-based standard tests in a format designed to verify the functionality of CAD Enterprise. Functional Test documents are submitted and approved by Client prior to testing in acknowledgement that the test scenarios will be used to validate System functionality for Pre-Production and Post-Go-Live assessment of features for Software Acceptance. Script sign-off is a precursor to administration of the Functional Test.</p> <p>Following the completion of the FAT, any failure will be classified based on the following criteria:</p> <ul style="list-style-type: none"><li>■ <b>Go-Live Issues:</b> Issues in the subsystem identified during Functional Acceptance Testing with contractually required functionality that must be corrected prior to Go-Live. CentralSquare will research such identified issues and propose a plan for resolution. Go-Live Issues will be corrected prior to Go-Live.</li><li>■ <b>Post-Go-Live Issues:</b> Issues in a subsystem with contractually required functionality that can be corrected after Go-Live. Client and CentralSquare will mutually agree these issues may be addressed after Go-Live. CentralSquare will provide an estimated date for resolution of the issue post Go-Live</li><li>■ <b>Support Issues:</b> Issues in a subsystem identified that are not contractually required functionality and do not prevent the City from performing normal daily or monthly processes; and therefore, can be corrected after the subsystem Go-Live. These issues will not affect acceptance of the system. Support issues will be managed based upon the procedures outlined in the <a href="#">Software Support Agreement</a>.</li></ul> <p><b>Completion of the Functional Test does not constitute Final System Acceptance.</b></p>
<b>Client Participants</b>	Key members of implementation team familiar with CAD Enterprise from various agencies and/or PSAPs.
<b>Duration</b>	One (1) day.
<b>Output</b>	Upon completion, Client's CAD Enterprise system is acknowledged as having completed Pre-Production Acceptance (see note below).

Client and CentralSquare will review Functional Test exceptions (if any), perform an assessment, and determine the timeline for remedying the exceptions (pre versus Post-Go-Live).

CentralSquare will not train Client's end users until the Functional Test has been conducted and TCR signoff has been received.

Client, with CentralSquare assistance as needed, will repeat failed test(s) following correction of issues that caused the test(s) to fail. A full retest of the System will not be conducted.

#### **CentralSquare Responsibilities**

- a) Deliver CentralSquare's standard Functional Test document to Client for review no later than two weeks prior to conducting the Functional Test.
- b) Provide a TCR to Client to approve receipt of Functional Test documents and content thereof.
- c) Assist Client in conducting Functional Test.
- d) Identify and document exceptions and assess to determine timeline to remedy exceptions (Go-Live versus Post-Go-Live).
- e) Upon completion of the Functional Test, provide a TCR to Client for review and approval. Functional Test exceptions will be documented in the TCR.
- f) Schedule follow-up testing for validation of exceptions after correction and confirm/document the results via TCR.
- g) Provide a final TCR to Client to confirm resolution of all Go-Live exceptions.

#### **Client Responsibilities**

- a) Complete all predecessor tasks to include the base system installation and Codefile build required to conduct the Functional Test.
- b) Provide adequate environment to conduct the Functional Test.
- c) Review and signoff on the Functional Test documents no later than one week prior to commencement of the Functional Test via TCR.
- d) Lead the Functional Test by providing operational subject matter experts with the authority to provide validation the tests have passed.
- e) Assist CentralSquare in documenting Functional Test results.
- f) Review and approve the applicable TCRs.

#### **CAD Enterprise Training**

CAD Enterprise Training is conducted on consecutive weekdays during business hours (Monday-Friday, between 7am-10pm CST based on the actual duration of the class). Alternate training schedules (e.g., Monday class starts for classes that would normally start on a Tuesday, multiple classes per day, evening, and weekend classes) are subject to additional cost.

**Note:** Training classes are conducted based on the quantities specified in the 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 Agreement. Refer to Appendix Y, Workshop and Training Summary for a complete listing applicable to this project.

The training classes related to CAD Enterprise and its subsystems are classified into three general groups:

- a) Classes dependent upon specific Client configurations and requirements; therefore, conducted on Client's System after completion of the Functional Test and in preparation for Go-Live. CAD Enterprise Call Taker/Dispatcher User Training Course are examples.
- b) Classes such as GISLink that are delivered to a specialized group within Client's team throughout the Project to assist with implementation and maintenance of the System.
- c) Classes such as System Administration Training and CAD API Training that are not dependent upon Client configurations and are generic in nature. These classes are offered on a regular schedule by CentralSquare (not by Client), and as a remote activity, include attendees from different agencies.

**CentralSquare Responsibilities (For All CAD Enterprise Training)**

- a) Conduct Training Orientation via conference call with the designated Client representative(s) to define a curriculum based on the configurations of CAD Enterprise (if necessary, plan takes into consideration multi-agency/multi-site parameters).
- b) Conduct training in increments of one (1), eight (8) hour days.
- c) Provide feedback to Client Supervision as to the progress of the students.
- d) Prepare and submit a TCR upon completion of each type of training.

**Client Responsibilities (For All CAD Enterprise Training)**

- a) Provide a decision-maker to participate during Training Orientation who can articulate business practices that will be used to define the curriculum based on the practices and the build of CAD Enterprise.
- b) Provide adequate facilities for the execution of the training.
- c) Provide a supervisor for each class to respond to agency-specific questions.
- d) Review and approve the applicable TCRs.

**CAD Enterprise Dispatch Supervisor Training**

Major Task	Description
Overview	CentralSquare will provide hands-on training for dispatch supervisory personnel.  Course includes four days of Call Taker/Dispatch Training followed by one day of supervisory training.

	<p>Class includes topics such as: PowerLine configuration, Premise-building and maintenance, Personnel maintenance, Vehicle Manager, and other supervisory-related subjects.</p> <p>Training can be onsite or remote. If held at Client site, Client is responsible to provide training facilities with adequate space, seating, white board, projector, and workstation setups (dual monitors are preferred).</p>
<b>Client Participants</b>	<p>Dispatch supervisors.</p> <p>The number of students is limited to ten (10) per class.</p>
<b>Duration</b>	<p>Five (5) days with a maximum duration of eight (8) hours.</p> <p>Training occurs between Monday and Friday.</p>
<b>Output</b>	<p>Prepares Client staff for operation in a Production environment, to include supervisory support of front-line users and maintenance tasks after Go-Live.</p>
<b>Prerequisite</b>	<p>Training Orientation.</p>

#### **CAD Enterprise Call Taker/Dispatcher User Training Course**

<b>Major Task</b>	<b>Description</b>
<b>Overview</b>	<p>CentralSquare will provide hands-on training for call taker and dispatch personnel.</p> <p>Training can be onsite or remote. If held at Client site, Client is responsible to provide training facilities with adequate space, seating, white board, projector, and workstation setups (dual monitors are preferred).</p>
<b>Client Participants</b>	<p>Call takers and dispatchers. Dispatch supervisors (in each class, to respond to agency-specific questions) and trainers as applicable.</p> <p>The number of students is limited to ten (10) per class.</p>
<b>Duration</b>	<p>Two (2) days with a maximum duration of eight (8) hours.</p>

	Training occurs between Tuesday and Thursday.
<b>Output</b>	Prepares Client staff for operation in a Production environment.
<b>Prerequisite</b>	Training Orientation.

### **Post-Go-Live Optimization Workshop**

<b>Major Task</b>	<b>Description</b>
<b>Overview</b>	Advanced configuration and workflow options as well as other areas to be edited or refined according to Client's Post-Go-Live needs.
<b>Client Participants</b>	Key members of implementation team familiar with CAD Enterprise and should generally not exceed ten (10) attendees.
<b>Duration</b>	Three (3) days.
<b>Output</b>	Upon completion, identified areas targeted for optimization or change are resolved. Any remaining work required to be completed by Client is also identified.

### **CentralSquare Responsibilities**

- a) Schedule workshop in accordance with Client's availability and the Project Schedule.
- b) Prepare and distribute the agenda and documents for Client review or completion to all required attendees prior to the workshop.
- c) Conduct the workshop based on the agenda.
- d) Prepare and submit a TCR upon completion of workshop.

### **Client Responsibilities**

- e) Provide workstations with CAD Enterprise.
- f) Provide adequate environment to conduct workshop.
- g) Ensure participation of appropriate personnel.
- h) Review and approve the applicable TCR.

### **GISLink Utility Training**

Major Task	Description
<b>Overview</b>	<p>CentralSquare will provide hands-on training, typically at Client's site, in usage of the GISLink utility. GISLink is a CAD Enterprise utility that consolidates GIS data-related tools for maintaining and using GIS data in CentralSquare products. It consists of a Windows Forms application, a command line console application, and a programming API that consists of a set of reusable publicly exported classes and methods.</p> <p>Class prepares Client personnel to import and manage existing GIS data used in CAD and Mobile Enterprise.</p>
<b>Client Participants</b>	<p>GIS Administrator(s).</p> <p>The number of students is typically one to three (1-3) per class.</p>
<b>Duration</b>	<p>As noted in the Agreement with a maximum duration of eight (8) hours. Training typically occurs between Tuesday and Thursday.</p>
<b>Output</b>	<p>Students will learn how to use the GISLink utility to manage GIS data in CAD Enterprise.</p> <p>No other activities (including but not limited to CentralSquare performing follow-up changes to Client's maps, development of special material for Client, or a follow-up one-on-one session with Client's GIS staff) are within the scope of this class.</p>
<b>Prerequisite</b>	<p>System installation to include GIS-related components and initial map installation to include at least one CAD Enterprise console with the GISLink utility installed on it.</p> <p>GIS knowledge and background; familiarity with ESRI tools.</p>

## **Implementation of Field Ops**

### **Field Ops Configuration**

Consultant will configure Field Ops as a remote activity, based on Client's existing agencies.

### **CentralSquare Responsibilities**

- a) Configure the system interface to enable Field Ops communication with CAD Enterprise.
- b) Enable an administrative user for license administration.

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- c) Validate Field Ops is working in the installed environment.

#### **Client Responsibilities**

- a) Provide a list of agencies and number of licenses per agency for configuration.
- b) Identify an administrator to manage Field Ops license assignments.
- c) Perform all required network configurations as advised by the CentralSquare Consultant prior to the configuration event.
- d) Review and approve the applicable TCRs.

#### **Mobile Enterprise Configuration**

<b>Major Task</b>	<b>Description</b>
<b>Overview</b>	<p>CentralSquare consultant will complete Mobile configuration options based on related options in CAD Enterprise and Mobile Configuration Sheet once servers are installed at Client site.</p> <p>The same configurations are used as a base for the Functional Test document.</p> <p>Conversion and import of Mobile map and layers needed for Go-Live are also completed.</p> <p>All activities are performed remotely</p>
<b>Client Participants</b>	<p>CAD/Mobile Administrators and core members of Client implementation team who can address key points and make decisions to complete Mobile System configuration.</p>
<b>Duration</b>	<p>As noted in the Project Schedule.</p>
<b>Output</b>	<p>Completed Mobile configuration.</p> <p>The CentralSquare Consultant will provide ongoing consultation services.</p>

#### **Mobile Enterprise Functional Testing**

Functional Tests test specific functionality of the Mobile Enterprise System and formally documents that the system meets required functionality according to the Agreement.

Major Task	Description
Overview	<p>Client leads and CentralSquare will assist with Functional Testing which is a remote activity occurring in conjunction with the CAD Functional Test and prior to End User Training and Go-Live.</p> <p>Since the focus of the Functional Test is functionality of the System but not a validation of Codefiles, it is not necessary that Mobile is completed prior to conducting the Functional Test.</p> <p>The Functional Test process consists of running script-based standard tests in a format designed to verify the functionality of Mobile Enterprise. Functional Test documents are submitted and approved by Client prior to testing in acknowledgement that the test scenarios will be used to validate System functionality for Pre-Production and Post-Go-Live assessment of features for Software Acceptance. Script sign-off is a precursor to administration of the Functional Test.</p> <p><b>Completion of the Functional Test does not constitute Final System Acceptance.</b></p>
Client Participants	Key members of implementation team familiar with Mobile Enterprise.
Duration	One (1) day.
Output	<p>Upon completion, Client's Mobile Enterprise system is acknowledged as having completed Pre-Production Acceptance (see note below).</p> <p>Client and CentralSquare will review Functional Test exceptions (if any), perform an assessment, and determine the timeline for remedying the exceptions (pre versus Post-Go-Live).</p> <p>CentralSquare will not train Client's end users until the Functional Test has been conducted and TCR signoff has been received.</p> <p>Client, with CentralSquare assistance as needed, will repeat failed test(s) following correction of issues that caused the test(s) to fail. A full retest of the System will not be conducted.</p>

#### CentralSquare Responsibilities

- a) Deliver CentralSquare's standard Functional Test documents to Client no later than two weeks prior to conducting the Functional Test.



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- b) Provide a TCR to Client to approve the receipt of the Functional Test documents.
  - c) Install at least one Mobile Client (device) to conduct the Functional Test.
  - d) Assist Client in conducting the Functional Test.
  - e) Identify and document any exceptions discovered during the Functional Test.
  - f) Prepare and submit a TCR upon completion, documenting any exceptions.

#### **Client Responsibilities**

- a) Work toward the timely completion of all predecessor tasks to include the base system installation.
- b) Provide adequate facilities to execute the Functional Test.
- c) Participate in the Functional Test by providing operational subject matter experts to administer the tests.
- d) Assist CentralSquare in documenting Functional Test findings and results.
- e) Review and approve the applicable TCRs.

#### **Mobile Enterprise Training**

Mobile Enterprise Training classes are conducted based on the quantities specified in the Agreement and are conducted on consecutive weekdays during business hours. Alternate training schedules (multiple classes per day, evening, and weekend classes) are subject to additional charge. Training classes will only be delivered after the Functional Test has been completed and the results are documented and approved via TCR.

Typically, CentralSquare trains a small group of trainers/users, who then train the balance of field users.

Refer to Appendix Y, Workshop and Training Summary for a complete listing applicable to this project.

#### **CentralSquare Responsibilities**

- a) Schedule training classes.
- b) Conduct training classes.
- c) Prepare and submit a TCR to Client upon completion.

#### **Client Responsibilities**

- a) Schedule appropriate Client staff to attend training.
- b) Provide adequate facilities for the execution of training to include seating for each workstation and an overhead projector.
- c) Review and approve the applicable TCRs.

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## Mobile Enterprise Administration Training

Major Task	Description
Overview	<p>CentralSquare will use the installed Mobile server to teach students how to configure and maintain the server and related administrative Mobile-related tasks.</p> <p>Instruction will also be provided on installation of Mobile Clients with assistance for installation of up to five (5) Mobile devices. Client is responsible for installation of the balance of Mobile devices.</p>
Client Participants	<p>Mobile Administrator(s).</p> <p>The number of students is typically one to three (1-3) per class.</p>
Duration	<p>One day with a maximum duration of four (4) hours.</p> <p>Training typically occurs between Tuesday and Thursday.</p>
Output	<p>Students will learn how to configure and maintain the Mobile server, as well as customize screen layouts, Active &amp; Waiting Incident Queue, Unit Queue, and agency-specific screens.</p>
Prerequisite	<p>Knowledge of: 1) Standard GPS protocol (TAIP and NMEA), and 2) HTML and JAVA experience for any custom configuration.</p>

## Mobile Enterprise Train-the-Trainer Training

Major Task	Description
Overview	<p>CentralSquare will provide hands-on training for Client users who will train other field users in the use of Enterprise Mobile. If multi-agency, training scenarios may vary by agency.</p> <p>Each participant should have their own pre-configured Mobile device.</p>
Client Participants	<p>Mobile trainers.</p> <p>The number of students is limited to eight (8) per class.</p>

<b>Duration</b>	<p>One day with a maximum duration of four (4) hours.</p> <p>Training typically occurs between Tuesday and Friday.</p>
<b>Output</b>	Students will learn how to start/stop the application, process updates, view screen layouts, messaging, status changes, mobile maps, incident assignments and incident updates.
<b>Prerequisite</b>	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.

### **System Integration Testing**

Once the Functional Test is concluded for CAD Enterprise, Mobile Enterprise, and interfaces and in preparation for Go-Live, CentralSquare and Client will conduct System Integration Testing (up to four hours with CentralSquare assisting remotely).

The System Integration Test will be conducted based on scenarios that test call flow from creation to final disposition in CAD and include CAD and Mobile Enterprise, and Interfaces that can be tested in the pre-production environment and are scheduled to Go-Live at the same time. It is recommended that Client utilize sample calls from their legacy System.

A small group of Client staff (1-2 dispatchers and 1-2 Mobile field users) should participate in this test with CentralSquare Consultant. CentralSquare will work with Client on defining a set of test scenarios to test the system based on Client's practices; the scenarios must be signed off prior to commencement of the System Integration Test.

At the completion without critical issues that prevent the System to be taken Live, Client shall provide TCR approval that the System is ready for Go-Live.

### **CentralSquare Responsibilities**

- a) Schedule System Integration Test with Client.
- b) Assist Client in preparing test scenarios that can be used during this test and closely simulates the normal Client's call flow.
- c) Prepare and submit a TCR to Client documenting the tests that will be used for the System Integration Test.
- d) Participate in the System Integration Test with Client.
- e) Prepare and submit TCRs upon completion of the System Integration Test.

### **Client Responsibilities**

- a) Provide test scenarios that closely simulate Client's normal call flow.
- b) Participate in conducting the System Integration Test.

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- c) Review and approve the applicable TCRs.
  - d) Provide test systems (or pre-Production systems) for all integrations and interfaces. If Client cannot provide a test system CentralSquare must test using the production system. This testing includes, but it not limited to, test data entry in a production system.

### Implementation of Records Enterprise

Records Enterprise is implemented through a series of standard steps and process gates designed to ensure that operational needs are identified, configurations are verified, and tested to validate the proper functionality prior to Go-Live.

### Records Enterprise Implementation Process Overview

Major Task	Description
System Orientation	Initial activity to kick off work on deliverable.
Workshops	CentralSquare and Client will conduct workshops as indicated in the approved Project Schedule.
Base System Build	After Records Enterprise Administration and Review Training, Client assumes ownership of building and maintaining modules and templates.
Functional Testing	Conducted prior to the start of End User Training.
Training	As indicated in the approved Project Schedule.
Go-Live	The application is brought into Production use.

### Records Enterprise System Orientation

Major Task	Description
Overview	<p>Comprehensive business process review of Client's current operation as well as discussion regarding key configuration options and assignments related to the system build.</p> <p>Discussion of workflow processes from the field report to State submission. May include observation of Department Divisions such as Patrol, Records, Investigations, Property &amp; Evidence, etc.</p> <p>Review of reporting requirements.</p>

	Determination of event numbering (Incidents) including master incident numbers and case numbers.
<b>Client Participants</b>	Records Administrators and core members of Client implementation team who can address key points and make business process decisions. CentralSquare Project Manager will work with Client PM to determine the appropriate number of attendees for each breakout group.
<b>Duration</b>	As noted in the Project Schedule.
<b>Output</b>	<p>Client will begin gathering configuration information based on direction by the CentralSquare Consultant.</p> <p>The CentralSquare Consultant will provide ongoing consultation services.</p>

#### **CentralSquare Responsibilities**

- a) Schedule the System Orientation meeting in accordance with Client's availability and the Project Schedule.
- b) Prepare and distribute meeting agendas and documents for Client review or completion prior to each meeting.
- c) Conduct the meetings based on distributed agenda.
- d) Document Client's requirements and configuration specifications resulting from the System Orientation discussions.
- e) Document and assign owners and due dates to action items and track to closure.
- f) Document any gaps between standard functionality of the System and functionality required by the Agreement for further analysis and discussion and/or facilitate the Change Control process. Client-requested changes beyond the scope of the Agreement will be evaluated from a functional and timeline perspective during this phase, as well as for additional charges assessed to Client.
- g) Prepare and submit a TCR upon completion of relevant activities.

#### **Client Responsibilities**

- a) Ensure participation of key stakeholders and decision-makers in the System Orientation process.
- b) Provide subject matter experts that can explain the agency's current workflow and application processes and make decisions regarding any proposed changes in implementing the Records Enterprise System.
- c) Provide subject matter experts who will become Records super users, as well as a Records Administrator who will be responsible for the ongoing maintenance of the Records application.

- d) Provide subject matter experts responsible for translating the geopolitical/operational boundaries into data (ESRI shape files) suitable for use within Records.
- e) Provide subject matter experts responsible for the maintenance of street centerline data.
- f) Review and approve applicable TCRs.

### Records Enterprise Administration and Review Training

Major Task	Description
<b>Overview</b>	<p>Hands-on course conducted once Records Enterprise is installed at Client site.</p> <p>Students learn how to create users, assign roles, create templates, and assign workflows.</p> <p>Course also covers administration responsibilities for implementation, configuration, and maintenance of Records Enterprise.</p>
<b>Client Participants</b>	<p>Key members of implementation team to include representatives from Records Central and local administrators. Participants must be able to make decisions regarding configurations in system for the Records application.</p> <p>Participants should not exceed ten (10).</p>
<b>Duration</b>	As noted in the Project Schedule.
<b>Output</b>	<p>Records Core Team learns how to use the key utilities used to configure the System.</p> <p>Build templates, create workflows, and complete personnel build.</p> <p>Client becomes responsible moving forward for maintaining the Records application that must be continually updated (Personnel, Violation Codes, Property Locations, etc.) to keep system in a Go-Live ready status.</p> <p>The CentralSquare Consultant will provide ongoing consultation services.</p>

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### CentralSquare Responsibilities

- a) Schedule Records Enterprise Administration and Review Training in accordance with Client's availability and the Project Schedule.
- b) Prepare and distribute the meeting agenda and documents for Client review or completion two weeks prior to training.
- c) Conduct meeting based on the agenda.
- d) Introduce Client to and begin documentation within the Provisioning Guide.
- e) Document and assign owners and due dates for action items and track to closure.
- f) Provide Client team with a copy of the Records Enterprise User and Administration Guides.
- g) Prepare and submit a TCR upon completion of the training.

### Client Responsibilities

- a) Provide adequate environment to conduct training.
- b) Ensure participation of the appropriate personnel.
- c) Assume ownership for the continued build and maintenance of the system under the guidance of the CentralSquare Consultant.
- d) Review and approve the applicable TCR.

### Records Enterprise Base System Build

Major Task	Description
Overview	After completion of the Records Enterprise Administration and Review Training, and through subsequent workshops and training classes, Client assumes ownership of completion and ongoing maintenance of system.
Client Participants	Records Enterprise Administrators and core members of Client implementation team who can address key points and make configuration decisions while participating in the system building process.
Duration	As noted in the Project Schedule.
Output	<p>After initial build by CentralSquare Consultant, Client completes and maintains system files and templates, to include Personnel, Roles, Property Locations, and Violation Codes.</p> <p>CentralSquare delivers the Records Enterprise system with base NCIC and NIBRS codes. It is Client's responsibility to complete NIBRS code-mapping to Violation Codes.</p>

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|  | <ul style="list-style-type: none"><li>a) CentralSquare does not provide training or assistance with Client's understanding of State or Federal IBRS requirements or laws. CentralSquare services are reserved exclusively to the configuration and use of Records Enterprise to collect and output state or federal required data.</li><li>b) No conversion of historical incident data from UCR to NIBRS is included. As a result, there may be historical records that will contain missing NIBRS mandatory fields.</li></ul> |
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The CentralSquare Consultant will provide ongoing consultation services.

### **CentralSquare Responsibilities**

- a) Monitor and evaluate System build throughout implementation and provide guidance as needed.

### **Client Responsibilities**

- a) Provide timely input and updates to Templates, Workflows, Users, Roles, and System codes.
- b) Continue and complete building the Templates, Workflows, Users, Roles, and System files (those not built by CentralSquare).

**Note:** Any changes required to RMS templates required for standard or custom interface work is the responsibility of Client.

## **Geographical Information Services**

### **Data Evaluation**

The CentralSquare GIS Analyst will work with Client to create the address locator packages and configure Records GIS services. GIS data must be from a single integrated source when delivered to CentralSquare for conversion.

### **CentralSquare Responsibilities**

- a) Evaluate Client-supplied GIS data to ensure it is formatted correctly for creation of the address locator packages.
- b) Create address locator packages and configure Records GIS services.
- c) Prepare and submit a TCR upon completion.

### **Client Responsibilities**



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- a) Provide data in the required format, and per Project Schedule.
  - b) Based on the analysis provided by CentralSquare, make requested changes to mapping data to meet CentralSquare's GIS data requirements.
  - c) Review and approve the appropriate TCR.

### **Records Enterprise Workshops**

CentralSquare will conduct Records Enterprise workshops after the Records Enterprise Administration and Review Training has been completed. Workshops are specified in the Agreement but generally include:

- a) Records Enterprise Workshop #1 – Incident, Arrest, and Case Management
- b) Review, configuration, and completion of the Incident, Arrest, and Case Management modules including the queues, templates, and code tables.
- c) Records Enterprise Workshop #2 – Crash, Citation, Other Event & Field Interview
- d) Review, configuration, and completion of the Crash, Citation, and Other Event & Field Interview modules including the queues, templates, and code tables.
- e) Records Enterprise Workshop #3 – Civil & Warrants
- f) Review, configuration, and completion of the Civil and Warrants modules includes queues, templates, code tables and Civil fee configuration.
- g) Records Enterprise Workshop #4 – Records Administration/State Reporting
- h) Review, training and testing of the Records Administration tasks including the redaction, expungement, searching, validations, and State Reporting.
- i) Records Enterprise Workshop #5 – Property & Evidence
- j) Configuration and setup of the Evidence module to include: evidence storage locations, barcode labeling and scanning evidence, performing inventory, and tracking chain of custody for evidence items.

Participants include key members of Client's implementation team to include Records central and local administrators, and each key functional area, and should not exceed ten (10) students.

Refer to Appendix Y, Workshop and Training Summary for a complete listing applicable to this project.

### **CentralSquare Responsibilities**

- a) Schedule workshops in accordance with Client's availability and the Project Schedule.
- b) Prepare and distribute the meeting agendas and documents for Client review or completion prior to each workshop.
- c) Conduct workshops based on the distributed agenda.
- d) Prepare and submit a TCR upon completion of the workshop.

### **Client Responsibilities**

- a) Provide adequate environment to conduct the workshop.

- b) Ensure participation of the appropriate personnel.
- c) Continue system building activities as directed.
- d) Review and approve the applicable TCR.

#### Records Enterprise Output Designer Workshop

Major Task	Description
<b>Overview</b>	<p>Workshop is conducted approximately 6-8 weeks after completion of the Incident, Arrest, and Case Management Workshops.</p> <p>Records templates must be 90-95% complete prior to this workshop to prevent rework on form outputs and possible impact to the overall project timeline.</p> <p>Students learn how to create custom form outputs using Microsoft SQL Server Reporting Services (SSRS) and the Records Enterprise Output Designer application utility.</p>
<b>Client Participants</b>	<p>Key members of implementation team responsible for creation of custom form outputs.</p> <p>Participants should not exceed five (5) students.</p>
<b>Duration</b>	As noted in the Project Schedule.
<b>Output</b>	<p>Attendees will learn how to generate a dataset based on the Records Enterprise Module template, utilizing SSRS to customize the output based off of a pre-defined default output report.</p> <p>Attendees will also learn how to configure templates to use the custom form output within the Records Enterprise Web Data Entry Designer tool.</p> <p>The CentralSquare Consultant will provide ongoing consultation services.</p>
<b>Prerequisites</b>	This is an advanced Workshop and attendees must have prior experience using SSRS. CentralSquare will not provide training on SSRS.

#### CentralSquare Responsibilities

- a) Schedule workshop in accordance with Client's availability and the Project Schedule.
- b) Prepare and distribute the agenda and documents for Client review or completion to all required attendees prior to the workshop.
- c) Conduct the workshop based on the agenda.
- d) Prepare and submit a TCR upon completion of workshop.

#### **Client Responsibilities**

- a) Provide workstations with Records Enterprise and SQL Server Reporting Service access.
- b) Provide adequate environment to conduct workshop.
- c) Ensure participation of appropriate personnel.
- d) Continue Output Designer activities after completion of workshop.
- e) Review and approve the applicable TCR.

#### **Records Enterprise Report Writing**

<b>Major Task</b>	<b>Description</b>
<b>Overview</b>	<p>CentralSquare will provide hands-on training to prepare students to create, modify, and run reports on data within the Records Enterprise application .</p> <p>Students will learn how to use the Ad-Hoc Reporting module within Records Enterprise, as well as how to create new Microsoft SQL Reporting Services (SSRS) Custom Reports using SQL Database Model Views.</p>
<b>Client Participants</b>	<p>Recommended for personnel who will utilize the provided reporting tools to extract data from Enterprise Records.</p> <p>The number of students is limited to ten (10) per class.</p>
<b>Duration</b>	<p>Three (3) days with a maximum duration of eight (8) hours.</p> <p>Training occurs between Tuesday and Thursday.</p>
<b>Output</b>	<p>Prepares Client staff for operation in a Production environment.</p>
<b>Prerequisite</b>	<p>Completion of Enterprise Records training.</p> <p>Basic understanding of computers and Windows environment.</p>

	General understanding of departmental reporting requirements.
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#### CentralSquare Responsibilities

- a) Schedule workshop in accordance with Client's availability and the Project Schedule.
- b) Prepare and distribute the agenda and documents for Client review or completion to all required attendees prior to the workshop.
- c) Conduct the workshop based on the agenda.
- d) Prepare and submit a TCR upon completion of workshop.

#### Client Responsibilities

- a) Provide workstations with Records Enterprise.
- b) Provide adequate environment to conduct workshop.
- c) Ensure participation of appropriate personnel.
- d) Review and approve the applicable TCR.

#### Validation & Readiness Workshop

Major Task	Description
Overview	The workshop validates system build completeness and readiness for Functional Testing and End User Training. Any remaining workflow questions or other issues are also addressed.
Client Participants	<p>Key members of implementation team to include Records Enterprise Admin, key SMEs who attended System Orientation, Personnel to perform testing on data entry templates and report writing, and Client Project Manager.</p> <p>Attendance not to exceed ten (10) participants.</p>
Duration	Three (3) days.
Output	Upon completion, Client's Records Enterprise system is acknowledged as ready to proceed with Functional Testing and End User Training.

#### CentralSquare Responsibilities

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

- b) Prepare and distribute the agenda and documents for Client review or completion to all required attendees prior to the workshop.
- c) Conduct the workshop based on the agenda.
- d) Prepare and submit a TCR upon completion of workshop.

#### **Client Responsibilities**

- a) Provide workstations with Records Enterprise.
- b) Provide adequate environment to conduct workshop.
- c) Ensure participation of appropriate personnel.
- d) Review and approve the applicable TCR.

#### **Records Enterprise Functional Acceptance Testing**

The Functional Test tests specific functionality of the Records Enterprise System and formally documents that the system meets required functionality according to the Agreement.

Major Task	Description
Overview	<p>Client leads and CentralSquare will assist with Functional Testing, which is a remote activity occurring prior to End User Training and Go-Live.</p> <p>Since the focus of the Functional Test is functionality of the System but not a validation of Codefiles, it is not necessary that all Codefiles be built prior to conducting the Functional Test.</p> <p>The Functional Test process consists of running script-based standard tests in a format designed to verify the functionality of Records Enterprise. Functional Test documents are submitted and approved by Client prior to testing in acknowledgement that the test scenarios will be used to validate System functionality for Pre-Production and Post-Go-Live assessment of features for Software Acceptance. Script sign-off is a precursor to administration of the Functional Test.</p> <p>CentralSquare may organize at its discretion, separate breakout Functional Test sessions for subsections of the Functional Test documents that are applicable only to one agency (for example, applicable only to a Sheriff's Department or single agency). Each test will be executed once, and all applicable users and agencies must attend the Functional Test session and observe the tests.</p> <p>Following the completion of the FAT, any failure will be classified based on the following criteria:</p>

	<ul style="list-style-type: none"> <li>■ <b>Go-Live Issues:</b> Issues in the subsystem identified during Functional Acceptance Testing with contractually required functionality that must be corrected prior to Go-Live. CentralSquare will research such identified issues and propose a plan for resolution. Go-Live Issues will be corrected prior to Go-Live.</li> <li>■ <b>Post-Go-Live Issues:</b> Issues in a subsystem with contractually required functionality that can be corrected after Go-Live. Client and CentralSquare will mutually agree these issues may be addressed after Go-Live. CentralSquare will provide an estimated date for resolution of the issue post Go-Live</li> <li>■ <b>Support Issues:</b> Issues in a subsystem identified that are not contractually required functionality and do not prevent the City from performing normal daily or monthly processes; and therefore, can be corrected after the subsystem Go-Live. These issues will not affect acceptance of the system. Support issues will be managed based upon the procedures outlined in the <a href="#">Software Support Agreement</a>.</li> </ul> <p><b>Completion of the Functional Test does not constitute Final System Acceptance.</b></p>
<b>Client Participants</b>	Key members of implementation team familiar with Records Enterprise and should generally not exceed five (5) attendees.
<b>Duration</b>	One (1) day.
<b>Output</b>	<p>Upon completion, Client's Records Enterprise system is acknowledged as having completed Pre-Production Acceptance (see note below).</p> <p>Client and CentralSquare will review Functional Test exceptions (if any), perform an assessment, and determine the timeline for remedying the exceptions (pre versus Post-Go-Live).</p> <p>CentralSquare will not begin training until the Functional Test has been conducted and TCR signoff has been received.</p> <p>Client, with CentralSquare assistance as needed, will repeat failed test(s) following correction of issues that caused the test(s) to fail. A full retest of the System will not be conducted.</p>

#### CentralSquare Responsibilities

- Deliver CentralSquare's standard Functional Test documents to Client no later than two weeks prior to conducting the Functional Test.

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- b) Provide a TCR to Client to approve receipt of the Functional Test documents and content thereof.
  - c) Assist Client in conducting the Functional Test.
  - d) Identify and document exceptions and assess to determine timeline to remedy exceptions (pre versus Post-Go-Live).
  - e) Upon completion of Functional Test, provide a TCR to Client for review and approval. Functional Test exceptions will be documented in the TCR.
  - f) Schedule follow-up testing for validation of exceptions after correction and confirm/document the results via TCR.
  - g) Provide a final TCR to Client to confirm resolution of all Pre-Go-Live exceptions.

#### **Client Responsibilities**

- a) Complete all predecessor tasks to include the base system installation and code table entry and configuration to conduct the Functional Test.
- b) Provide adequate environment to conduct the Functional Test.
- c) Review and signoff on the Functional Test documents no later than one week prior to commencement of the Functional Test via TCR.
- d) Lead the Functional Test by providing operational subject matter experts with the authority to provide validation the tests have passed.
- e) Assist CentralSquare in documenting Functional Test results.
- f) Review and approve the applicable TCRs.

#### **Records Enterprise System Integration Testing**

Once the Functional Test is concluded for Records Enterprise and in preparation for Go-Live, CentralSquare and Client will conduct the System Integration Test (up to four hours with CentralSquare assisting remotely). The System Integration Test will be conducted based on a provided scenario that tests the records management process. A small group of Client staff (1-2 Records staff and field users) should participate in this test. CentralSquare will work with Client to refine the test scenario that test the system based on Client's practices and must be signed off prior to commencement of the System Integration Test.

At the completion without any issues that prevent the System to be taken Live, Client shall provide written approval that the System is ready for Go-Live.

#### **CentralSquare Responsibilities**

- a) Schedule System Integration Test with Client.
- b) Assist Client in preparing test scenarios that can be used during this test and closely simulates the normal Client's call flow.
- c) Prepare and submit a TCR to Client documenting the tests that will be used for the System Integration Test.
- d) Participate in the System Integration Test with Client.
- e) Prepare and submit TCR upon completion of the System Integration Test.

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### **Client Responsibilities**

- a) Provide test scenarios that closely simulate Client's normal call flow.
- b) Participate in conducting the System Integration Test.
- c) Review and approve the applicable TCRs.
- d) Provide test systems (or pre-Production systems) for all integrations and interfaces. If Client cannot provide a test system CentralSquare must test using the production system. This testing includes, but it not limited to, test data entry in a production system.

### **Records Enterprise Training**

Records Enterprise Training classes are conducted on consecutive weekdays during business hours (Tuesday-Friday). Alternate training schedules (multiple classes per day, evening, and weekend classes) are subject to additional cost.

**Note:** Training classes are conducted based on the quantities that are specified in the 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 Agreement. Refer to Appendix Y, Workshop and Training Summary for a complete listing applicable to this project.

### **CentralSquare Responsibilities (for all Records Enterprise Training)**

- a) Conduct a remote training orientation between CentralSquare Training personnel and the designated Client representative. The objective of the session is to define the training schedule based on configurations of the Subsystem.
- b) Schedule the Records Enterprise Training class(es) in accordance with Client's availability and the Project Schedule.
- c) Prepare and distribute agendas and documents prior to each meeting.
- d) Develop and provide the Records Enterprise Training Plan.
- e) Conduct session(s) per the Schedule.
- f) Prepare and submit a TCR upon completion of each class, or a group of consecutive classes.

### **Client Responsibilities (for all Records Enterprise Training)**

- a) Participate in training orientation and provide a decision maker who can articulate specific business practices used in guiding the build of Client's System.
- b) Provide adequate environment for execution of training.
- c) Provide a Local Records Administrator for each class to answer agency specific questions related to the build of Client's system and internal policies or workflow.
- d) Provide schedule for training remaining end users.
- e) Review and approve applicable TCRs.

### **Records Enterprise End User Training – Records**



Major Task	Description
<b>Overview</b>	<p>CentralSquare will provide hands-on training that prepares students to add, edit, and modify Incident, Arrest, Custody, Crash, Citation, Field Interviews, State Reporting, Redaction and Expungements.</p> <p>Class also instructs users how to search crime report records.</p> <p>Students will learn how to maintain State-reportable UCR/NIBRS reports.</p>
<b>Client Participants</b>	<p>Recommended for personnel responsible for day-to-day records data entry and maintenance of departmental reports.</p> <p>The number of students is limited to ten (10) per class.</p>
<b>Duration</b>	<p>Two (2) days with a maximum duration of eight (8) hours.</p> <p>Training occurs between Tuesday and Thursday.</p>
<b>Output</b>	Prepares Client staff for operation in a Production environment.
<b>Prerequisite</b>	<p>Basic understanding of computers and Windows environment.</p> <p>Comprehensive understanding of the internal structure of the Records Department and departmental policies and procedures.</p> <p>An understanding of how the Records Department interacts with Patrol.</p>

#### Records Enterprise End User Training – Field Officers

Major Task	Description
<b>Overview</b>	<p>CentralSquare will provide hands-on training that prepares students to use Records Enterprise and includes instructions on how to create and submit Incident, Arrest, Field Interview, Citation, and Crash (or applicable modules) through the workflow process.</p> <p>For the train-the-trainer portion of the class, CentralSquare prepares selected Client personnel to train other end users on Records Enterprise. The goal is to prepare these personnel to apply</p>

	CentralSquare's training concepts to train field users on Records Enterprise.
<b>Client Participants</b>	<p>Recommended for field personnel responsible for creating and submitting respective reports as described above.</p> <p>The number of students is limited to ten (10) per class.</p>
<b>Duration</b>	Two (2) days with a maximum duration of eight (8) hours. Training occurs between Tuesday and Thursday.
<b>Output</b>	Prepares Client staff for operation in a Production environment.
<b>Prerequisite</b>	<p>Basic understanding of computers and Windows environment.</p> <p>Comprehensive understanding of the internal structure of the Records Department and departmental policies and procedures.</p> <p>An understanding of how Patrol interacts with the Records Department and Dispatch.</p>

#### Records Enterprise Property and Evidence Training

<b>Major Task</b>	<b>Description</b>
<b>Overview</b>	<p>CentralSquare will provide hands-on training that prepares personnel responsible for entering, updating, and maintaining evidence records, and providing written notification for property or impounds. Students learn how to configure the module, search evidence records, manage evidence items, create item barcodes, and use barcoding for inventory evidence.</p> <p>Training should be conducted directly with the Evidence Technicians at the agency's Evidence room.</p>
<b>Client Participants</b>	<p>Recommended for personnel responsible for working with Property and Evidence.</p> <p>The number of students is limited to ten (10) per class.</p>
<b>Duration</b>	Two (2) days with a maximum duration of eight (8) hours.

	Training occurs between Tuesday and Thursday.
<b>Output</b>	Prepares Client staff for operation in a Production environment.
<b>Prerequisite</b>	<p>Basic understanding of computers and Windows environment.</p> <p>Comprehensive understanding of departmental policies and procedures associated with maintaining Property and Evidence.</p> <p>A thorough understanding of how the Agency's Evidence locations are laid out and used.</p>

#### Records Enterprise End User Training – Investigations Training

<b>Major Task</b>	<b>Description</b>
<b>Overview</b>	<p>CentralSquare will provide hands-on training for Case Managers, Investigative Supervisors, and Investigators (Detectives).</p> <p>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.</p> <p>Training should be conducted directly with detectives who will train other detectives at their agency; this ensures proper workflows are discussed and configured.</p>
<b>Client Participants</b>	<p>Recommended for personnel responsible for working with and supporting Investigations and Case Management.</p> <p>The number of students is limited to ten (10) per class.</p>
<b>Duration</b>	<p>Two (2) days with a maximum duration of eight (8) hours.</p> <p>Training occurs between Tuesday and Thursday.</p>
<b>Output</b>	Prepares Client staff for operation in a Production environment.
<b>Prerequisite</b>	Basic understanding of computers and Windows environment.

	<p>Comprehensive understanding of departmental policies and procedures associated with Case Management.</p> <p>A thorough understanding of the departmental policies and procedures associated with Case Management and Investigations.</p>
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### Records Enterprise End User Training – Civil and Warrants

Major Task	Description
<b>Overview</b>	<p>CentralSquare will provide hands-on training for personnel responsible for entering, updating, and maintaining civil process records and warrants.</p> <p>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.</p> <p>Training should be conducted directly with detectives who will train other detectives at their agency; this ensures proper workflows are discussed and configured.</p>
<b>Client Participants</b>	<p>Recommended for personnel responsible for working with and supporting Investigations and Case Management.</p> <p>The number of students is limited to ten (10) per class.</p>
<b>Duration</b>	Two (2) days with a maximum duration of eight (8) hours. Training occurs between Tuesday and Thursday.
<b>Output</b>	Prepares Client staff for operation in a Production environment.
<b>Prerequisite</b>	<p>Basic understanding of computers and Windows environment.</p> <p>Comprehensive understanding of departmental policies and procedures associated with civil process, associated records, and reports.</p> <p>A comprehensive understanding of the departmental policies and procedures and requirements for managing the warrants process, associated records, and reports.</p>

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## Post-Go-Live Optimization Workshop

Major Task	Description
Overview	Advanced configuration and workflow options as well as other areas to be edited or refined according to Client's Post-Go-Live needs.
Client Participants	Key members of implementation team familiar with Records Enterprise and should generally not exceed ten (10) attendees.
Duration	Three (3) days.
Output	Upon completion, identified areas targeted for optimization or change are resolved. Any remaining work required to be completed by Client is also identified.

### CentralSquare Responsibilities

- Schedule workshop in accordance with Client's availability and the Project Schedule.
- Prepare and distribute the agenda and documents for Client review or completion to all required attendees prior to the workshop.
- Conduct the workshop based on the agenda.
- Prepare and submit a TCR upon completion of workshop.

### Client Responsibilities

- Provide workstations with Records Enterprise.
- Provide adequate environment to conduct workshop.
- Ensure participation of appropriate personnel.
- Review and approve the applicable TCR.

### Implementation of CrimeView Analytics

The CrimeView Analytics Leases that the Client has purchased represent the data sets included.

- CrimeView Analytics Standard: CAD Incidents, RMS Incidents (plus people and vehicles associated with RMS Incidents).
- CrimeView Analytics Informative: Arrests, Citations, Crashes, Field Interviews, Warrants.

CrimeView Analytics will be implemented through a series of standard steps and process gates.

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### **Analytics Kick-Off Meeting**

The Kick-Off meeting provides a high-level review of the application's functionality and project deliverables, Client prerequisites, and implementation process.

#### **CentralSquare Responsibilities**

- a) Schedule and lead the meeting.
- b) Provide action items.

#### **Client Responsibilities**

- a) Configure the CrimeView import server and provide CentralSquare with a local administrator account.
- b) Collect and deliver the GIS data to be used for the application to CentralSquare.

### **Requirements Collection and Preparation**

Client's preparation and delivery of prerequisites to the CentralSquare project team is a critical gate for starting implementation work.

#### **CentralSquare Responsibilities**

- a) Provide hardware, GIS, and any other requirements details to Client during and following the Kick-Off meeting.

#### **Client Responsibilities**

- a) Configure hardware, including creation of a CentralSquare local administrator account on the import server.
- b) Provide required GIS data.

### **Code Mapping**

CentralSquare will map Client code values to standard categories to enable CrimeView map symbology.

#### **CentralSquare Responsibilities**

- a) Extract code tables from Client's CAD and/or Records Enterprise system and match to standard code sets.
- b) If necessary, provide Client with an Excel document to review code mapping.

#### **7.10.3.1.2 Client Responsibilities**

- a) Review and revise code mapping within five (5) business days.

### **Application Configuration**

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The CentralSquare GIS/Analytics Specialist will configure and automate the ETL (Extract, Transform, and Load) process that securely replicates data to the cloud CrimeView environment, and configure the user application.

#### **CentralSquare Responsibilities**

- a) Configure the ETL process and CrimeView application.
- b) Prepare standard dashboards for initial demonstration

#### **Client Responsibilities**

- a) Respond to information, data, and assistance requests.
- b) Work with the CentralSquare Project Manager to facilitate a date for the Application Review Meeting.

#### **Initial Demonstration, Consultation, and Content Preparation**

The CentralSquare GIS/Analytics Specialist will provide a short demonstration of the system with Client's data and lead a discussion of Client needs and how the system might meet those needs.

#### **CentralSquare Responsibilities**

- a) Schedule the initial demonstration in accordance with Client's availability and the Project Schedule.
- b) Schedule and lead the initial demonstration and collect Client feedback.

#### **Client Responsibilities**

- a) Have the appropriate users and stakeholders attend the initial demonstration and participate in follow-up conversations.

#### **CrimeView Analytics Administrator/Designer Training (Remote)**

Major Task	Description
Overview	CentralSquare will provide hands-on training for those individuals who will be responsible for managing CrimeView Analytics users and creating and managing the dashboard content in the system.
Client Participants	Designated CrimeView administrator(s), power users and stakeholders who can provide input on configuration of the system.  The number of students is limited to ten (10) per class.
Duration	Up to six (6) hours.
Output	Prepares Client staff to administer the CrimeView Analytics application.

<b>Prerequisite</b>	<p>Basic understanding of computers and CAD &amp; Records Enterprise data.</p> <p>General understanding of departmental reporting and analytics needs.</p>
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### CentralSquare Responsibilities

- a) Schedule the Administrator/Designer training in accordance with Client's availability and the Project Schedule.
- b) Provide standard Administrator/Designer training sessions for Client personnel.

### Client Responsibilities

- a) Schedule appropriate personnel to attend training.
- b) Ensure computers have access to the CrimeView Analytics website.
- c) Provide adequate hardware, telecom, and/or other facilities for training.

### CrimeView Analytics Train the Trainer (Remote)

**Note:** Training must occur within four (4) weeks of CrimeView Analytics Administrator/Designer Training. If Client cannot schedule the training within this window, an alternative, equivalent delivery method such as a video or remote training will be provided. Refer to Appendix Y, Workshop and Training Summary for a complete listing applicable to this project.

Major Task	Description
<b>Overview</b>	CentralSquare will provide hands-on training for those individuals who will be responsible for training and assisting CrimeView end users.
<b>Client Participants</b>	<p>Designated CrimeView administrator(s) and power users and trainers responsible for training and supporting end users.</p> <p>The number of students is limited to fifteen (15) per class.</p>
<b>Duration</b>	Two (2) hours.
<b>Output</b>	Prepares power users and trainers to train and support end users.
<b>Prerequisite</b>	Basic understanding of computers and CAD & Records Enterprise data.

At completion of this training, participants will be able to perform the following:



- 
- Navigate and interact with the content within the application
  - Use charts, tables, maps, and dashboard filters to drill into data
  - Export content
  - Set up Pulse Alerts for themselves

#### **CentralSquare Responsibilities**

- a) Schedule the class in accordance with Client's availability and the Project Schedule.
- b) Conduct training session on a mutually agreed-upon schedule.

#### **Client Responsibilities**

- a) Provide adequate training facilities, including a conference room with adequate space, computers for each attendee, and a projector.
- b) Ensure computers have access to the CrimeView Analytics website.
- c) Ensure participation of appropriate personnel.
- d) Provide CrimeView training to all other end users.

#### **System Review**

The system review period begins after the Administrator/Designer Training and closes ten (10) business days after Train the Trainer. During the System Review, Client is responsible for reviewing the application and informing the CentralSquare project team of any noticed or potential issues or deficiencies with the configuration or data. CentralSquare will address the reported items during and following the review period; CentralSquare responses will fall into one of the following categories:

- Item refers to something in the application or data import configuration that has been confirmed and fixed/changed.
- Further information or action from Client is required to assess the item (a time window for Client action will be provided).
- Item is a result of Client's source data and requires Client action to fix (a time window for Client action will be provided).
- Item identifies a software bug that has been submitted for review and rectification.
- Item represents a requested enhancement to the software. Software enhancements are not included in the scope of the project but may be undertaken at CentralSquare's Product Management discretion.

#### **CentralSquare Responsibilities**

- a) Inform Client that the System Review period has begun; provide the review items listed above.
- b) Receive and address all items/issues submitted by Client during the System Review.

#### **Client Responsibilities**

- a) Interact with the system and create new content after the Administrator/Designer Training

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- b) Inform the CentralSquare Project Manager of any questions, issues, or requested configuration changes.

### **CrimeView Analytics Acceptance**

The Crime Analytics Dashboard application will be considered Accepted upon completion of the System Review.

### **Implementation of Jail Enterprise**

Jail Enterprise is implemented through a series of standard steps and process gates designed to ensure the operational needs of Client are identified, configurations are verified, and the system is tested to validate the proper functionality of the system prior to Go-Live.

### **Jail Enterprise Implementation Process Overview**

Major Task	Description
<b>Workshops</b>	CentralSquare and Client will conduct workshops as indicated in the approved Project Schedule.
<b>Base System Build</b>	Client assumes ownership of building and then maintaining codefiles.
<b>Functional Testing</b>	Comprehensive functional testing conducted prior to start of End User Training.
<b>Training</b>	As indicated via the approved Project Schedule.
<b>Go-Live</b>	The application is brought into Production use.

### **Jail Enterprise Administration and Review Workshop**

Major Task	Description
<b>Course Overview</b>	<p>Hands-on course for Jail System Administrators which occurs once the system has been installed.</p> <p>Includes a demonstration of software functionality.</p> <p>System configuration, to include: cell location, inmate tracking, additional facilities, booking process, intakes, inmate management, keep separates.</p>
<b>Client Participants</b>	<p>Jail Administrators and core members of Client implementation team.</p> <p>Should not exceed ten (10) participants.</p>

<b>Duration</b>	Up to four (4) days.
<b>Output</b>	<p>After the class concludes, ownership of the Jail Enterprise build transfers to Client for completion and ongoing maintenance of Code Files.</p> <p>Client will enter remaining code files, maintain users, and complete the Jail 6 build.</p> <p>Client must keep Personnel, Offense Codes, Property Locations, etc. continuously updated to ensure they are in Go-Live ready status.</p> <p>The CentralSquare consultant will provide ongoing consultation services.</p>

#### CentralSquare Responsibilities

- a) Schedule the Jail Enterprise Administration and Review Workshop in accordance with Client's availability and the Project Schedule.
- b) Prepare and distribute the meeting 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) Create a project checklist itemizing the tasks for completion throughout the implementation.
- e) Prepare and submit a TCR upon completion of the training.

#### Client Responsibilities

- a) Provide adequate facilities to comfortably hold the training activities.
- b) Ensure participation of the appropriate personnel.
- c) Continue the code file building activities after completion of this training.
- d) Review and approve the applicable TCR.

#### Jail Enterprise Base System Build

Major Task	Description
<b>Overview</b>	<p>After completion of the Jail Enterprise Administration and Review, and through subsequent workshops and training classes, Client assumes ownership of completion and ongoing maintenance of system code files, personnel, and roles.</p> <p>Administration Module Training may include:</p> <ul style="list-style-type: none"> <li>Fleet Management</li> </ul>

	<ul style="list-style-type: none"> <li>• Equipment</li> <li>• Inventory</li> <li>• Service Dogs</li> <li>• Purchase Requisitions</li> <li>• Policy Manual</li> <li>• Citizen Feedback</li> </ul> <p>The CentralSquare Consultant will schedule remote sessions with Client to ensure progress and address questions or concerns. Continual validation through implementation until Functional Testing limits risk of error and rework.</p>
<b>Client Participants</b>	Jail Enterprise Administrators and core members of Client implementation team who can address key points and make configuration decisions while participating in the system building process.
<b>Duration</b>	As noted in the Project Schedule.
<b>Output</b>	<p>After initial build by CentralSquare Consultant, Client completes and maintains system files and templates, to include Personnel, Roles, Property Locations, and Violation Codes.</p> <p>CentralSquare delivers the Jail Enterprise system with base NCIC and NIBRS codes. It is Client's responsibility to complete NIBRS code-mapping to Violation Codes.</p> <p>The CentralSquare Consultant will provide ongoing consultation services.</p>

#### **CentralSquare Responsibilities**

- a) Monitor and evaluate the System build throughout the implementation and provide guidance as needed.

#### **Client Responsibilities**

- a) Provide timely input and updates to the Code tables, Users, Roles, and other applicable system codes.
- b) Continue building and maintaining the Users, Roles, and System Code Files (those not built by CentralSquare) through completion.

## Jail Enterprise Functional Acceptance Testing

Major Task	Description
Overview	<p>The CentralSquare Consultant assist Client with Functional Test prior to the start of End User Training. The Functional Test is based on a standard CentralSquare document with standard content and format.</p> <p>Client will receive document for review prior to conducting the Functional Test.</p> <p>CentralSquare may organize at its discretion, separate Functional Test breakout sessions for subsections that are applicable only to one agency (for example, applicable only to a Sheriff's Department or single agency). Each test will be executed once, and all applicable users and agencies must attend the Functional Test session.</p> <p>Following the completion of the FAT, any failure will be classified based on the following criteria:</p> <ul style="list-style-type: none"><li>■ <b>Go-Live Issues:</b> Issues in the subsystem identified during Functional Acceptance Testing with contractually required functionality that must be corrected prior to Go-Live. CentralSquare will research such identified issues and propose a plan for resolution. Go-Live Issues will be corrected prior to Go-Live.</li><li>■ <b>Post-Go-Live Issues:</b> Issues in a subsystem with contractually required functionality that can be corrected after Go-Live. Client and CentralSquare will mutually agree these issues may be addressed after Go-Live. CentralSquare will provide an estimated date for resolution of the issue post Go-Live</li><li>■ <b>Support Issues:</b> Issues in a subsystem identified that are not contractually required functionality and do not prevent the City from performing normal daily or monthly processes; and therefore, can be corrected after the subsystem Go-Live. These issues will not affect acceptance of the system. Support issues will be managed based upon the procedures outlined in the <a href="#">Software Support Agreement</a>.</li></ul> <p><b>Completion of the Functional Test does not constitute Final System Acceptance.</b></p>
Client Participants	Should include core members of Client implementation team, not to exceed five (5) participants.
Duration	Up to four (4) days.

<b>Output</b>	<p>Client denotes pass/fail or N/A for each test. Upon completion of the Functional Test, Client and CentralSquare review the list of failures (if applicable) and perform an assessment to determine if any represent critical errors and determine the timeline to remedy critical issues (pre versus Post-Go-Live).</p> <p>Functional Test results are documented via TCR for verification and approval.</p> <p>Client, with CentralSquare assistance as needed, will re-test failed tests to confirm correction of each issue. This process will not include a repeat of the entire Functional Test.</p>

### **CentralSquare Responsibilities**

- a) Deliver CentralSquare's standard Functional Test document to Client no later than two weeks prior to conducting the Functional Test.
- b) Provide TCR to Client to approve the receipt of the Functional Test document.
- c) Assist Client in conducting the Functional Test in accordance with FunctionalTest document.
- d) Identify and document any issues discovered during the Functional Test.
- e) Upon completion of Functional Test, prepare and submit a TCR to Client, including a list of any exceptions to Functional Test.

### **Client Responsibilities**

- a) Ensure timely completion of all predecessor tasks to include the base code table entry and configuration.
- b) Provide adequate facilities to execute the Functional Test.
- c) Lead the Functional Test by providing operational subject matter experts.
- d) Assist CentralSquare in documenting Functional Test findings and results.
- e) Review and approve the appropriate TCRs.

### **Jail Enterprise Training**

Jail Enterprise 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 Jail Enterprise Functional Test has been completed and the results are documented.

Training will be scheduled within standard business hours (8:00am CST to 5:00pm CST, Monday through Friday).

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Refer to Appendix Y, Workshop and Training Summary for a complete listing applicable to this project.

### **CentralSquare Responsibilities**

- a) Schedule the Jail Enterprise Training class(es) in accordance with 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 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.

### **Client Responsibilities**

- a) Provide adequate facilities for the execution of the training to include adequate seating for each workstation and an overhead projector.
- b) Provide a Local Jail Administrator for each class that can answer agency specific questions as related to the build of Client's system.
- c) Review and approve the applicable TCRs.

### **Jail Enterprise Train-the-Trainer and/or End User Training**

<b>Major Task</b>	<b>Description</b>
<b>Overview</b>	Course content will reflect the features in Jail Enterprise that each functionality group will utilize and may include: <ul style="list-style-type: none"><li>• Jail Booking/Release</li><li>• Jail Activities/Transportation/Head Count</li><li>• Jail Court Events/Bond Payments/Stay Scheduling</li><li>• Jail Incidents/Disciplinary Actions</li><li>• Jail Incidents/Disciplinary Actions/Case Entry</li><li>• Jail Medical</li><li>• Jail Advanced Inmate Bank (if purchased)</li><li>• Jail Extend (On Tablet) – Activities/Medical (if purchased)</li></ul>
<b>Client Participants</b>	Participants from each applicable functionality group.  The number of students is limited to ten (10) per class.
<b>Duration</b>	Duration varies per course; CentralSquare Project Manager and Consultant will assist in coordination with Client Project Manager based on the courses that are applicable to the project.

	<p>Training occurs between Tuesday and Friday.</p> <p>The number of students is limited to ten (10) per class.</p>
<b>Output</b>	Prepares Client staff for operation in a Production environment.
<b>Prerequisite</b>	<p>Completion of Suite Basic training and permission granted for the applicable feature and related tasks.</p> <p>Basic understanding of computers and Windows environment</p>

### Jail Enterprise Report Generation Training

<b>Major Task</b>	<b>Description</b>
<b>Overview</b>	<p>If purchased, CentralSquare will provide training on the Report Generator, which provides user the ability to create reports and define them either as recurring reports and/or as dashboard components.</p> <p>Participants will learn how to create a report, group/sort data, add a graph, and either create the report as a dashboard component or a recurring report.</p>
<b>Client Participants</b>	<p>Participants from each applicable functionality group.</p> <p>Training occurs between Tuesday and Friday.</p> <p>The number of students is limited to ten (10) per class.</p>
<b>Duration</b>	<p>Duration varies per course; CentralSquare Project Manager and Consultant will assist in coordination with Client Project Manager based on the courses that are applicable to the project.</p> <p>Training occurs between Tuesday and Thursday.</p>
<b>Output</b>	Prepares Client staff for operation in a Production environment.



<b>Prerequisite</b>	<p>Completion of Suite Basic training and end user training for one of the following: CFS, Jail, or Records; must have permission granted for the applicable feature and related tasks.</p> <p>Basic understanding of computers and Windows environment</p>
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## Implementation of Enterprise System Interfaces

### Enterprise Standard Interfaces - Implementation Overview

Standard interfaces to be implemented for this project are listed within the Agreement and Appendix B of this SOW.

Standard Interfaces may require certain work to be completed in the system prior to implementation. This may include code table configuration, system hierarchy, template design and the configuration of servers, certificates and integrations required for interface operation. Standard Interface OSD documents will detail network, third-party and other pre-requisites for interface operation.

Standard Interfaces are deployed in the Pre-Production environment (which becomes Production at Go-Live). Interfaces are not deployed in Test or Training Environments unless specified in the Agreement and Appendix B of this SOW.

Disaster Recovery Interfaces are also licensed in the Agreement and listed in Appendix B of this SOW.

The Disaster Recovery system for On-Premise Systems will include licensed Disaster Recovery Interface configurations if the Interface Servers are replicated at a Virtual Machine level, with the assumption that no re-configuration needs to occur to either the CentralSquare or Third-Party end points as a result of a failover.

If the On-Premise Disaster Recovery system contains separately configured, non-replicated, Interface servers then Interface configuration services will need to be included in the Agreement.

Cloud Interfaces are replicated for Disaster Recovery with no end point configuration changes.

<b>Major Task</b>	<b>Description</b>
<b>Schedule</b>	CentralSquare and Client will conduct interface implementation tasks as indicated in the approved Project Schedule.

	Applicable Code Tables, configurations and Templates that must be built as part of the overall Project Schedule as a pre-requisite for interface deployment and/or testing will be detailed by the OSD.
<b>Functional Review</b>	Review of Standard interface functional specifications with CentralSquare, Client's subject matter expert (SME), and third-party vendor to review the Operational Scenario Document (OSD).
<b>Installation and Configuration</b>	CentralSquare will install the Interface, configure the interface and dry-run test the interface
<b>Functional Testing</b>	<p>CentralSquare will complete functional testing of the interface with Client and third-party using a Functional Test document based solely on the OSD.</p> <p>Client notates the Functional Test document to indicate which tests passed or did not pass based on the OSD. Any exceptions are resolved and re-tested.</p>
<b>Sign Off</b>	Client signs off on each interface via a Task Completion Report (TCR) upon completion of Functional Test.
<b>Go-Live</b>	The interfaces are brought into Production during system Go-Live.

## **Enterprise Standard Interfaces - Roles and Responsibilities**

### **CentralSquare Responsibilities**

- a) Review interface OSD with Client for each standard interface.
- b) Prepare and submit a TCR to Client documenting the delivery/review of the OSD.
- c) Assist with detailing configuration options for the interface.
- d) Install, configure and pre-test each interface based on the agreed-upon configurations.
- e) Assist Client and third-party vendors to complete functional testing in accordance with Functional Test document. CentralSquare is not responsible for configuration of third-party systems.
- f) Prepare and submit a TCR documenting completion of Functional Test including any exceptions.
- g) Resolve Functional Test issues and re-run tests to confirm they have been resolved.

### **Client Responsibilities**

- a) Participate in the review of OSDs for each standard interface.

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- b) Provide the information that is necessary to complete the configuration options for each interface.
  - c) Obtain the detailed documentation, schema, protocols, query specifications, sample files, and API access for each of the third-party applications that CentralSquare interfaces with and provide the documentation to CentralSquare.
  - d) Act as the primary point of contact with third parties, including other vendors, state and/or local agencies that control products with which CentralSquare products will interface with.
  - e) Ensure connectivity on the designated protocols and ports to or from third-party or Client-hosted endpoints.
  - f) Ensure design decisions and functional signoff decisions are made conclusively and in a timely fashion.
  - g) Provide a point of contact/administrator for each/all standard interfaces with knowledge and experience of the work and data flows.
  - h) Participate in the Functional Test with CentralSquare and third-party vendor and notate each test has passed, failed, or is not applicable. Validate data transferred to/from CentralSquare systems as part of the testing process of the interface.
  - i) Assist CentralSquare in documenting, testing, and resolving Functional Test exceptions.
  - j) Review and approve applicable TCRs.

**Note:** Any changes required to RMS templates required for standard interface work is the responsibility of Client.

**Note:**

Modifications requested by Client to a standard interface may incur additional cost and could result in project delays, since modifications to standard interfaces are only released with a major software version.

Changes to the configuration of standard interfaces made by Client may make the interface non-supportable. As a result, troubleshooting efforts may be subject to additional cost.

Client will arrange for third-party vendor participation for systems that will be interfaced with to ensure successful configuration and testing for end-end data flow.

Client is responsible for any services or software needed from third-party systems to allow for interaction with the third-party system, or for connection to CentralSquare software in the absence of a third-party API. CentralSquare is not responsible for cost associated for the API, any required third-party lab or certification testing, cost associated with required programming, custom work by third-party vendors, or any license fees that may be required by third-party vendors.

No third-party interface software will be installed on CentralSquare servers without the permission of CentralSquare.

### **Enterprise Custom Interfaces - Implementation Overview**

Custom interfaces to be implemented for this project are listed within the Agreement and Appendix C of this SOW.

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Custom Interfaces may require certain work to be completed in the system prior to implementation. This may include code table configuration, system hierarchy, template design and the configuration of servers, certificates and integrations required for interface operation. Custom Interface OSD documents will detail network, third-party and other pre-requisites for interface operation.

Custom Interfaces are deployed in the Pre-Production environment (which becomes Production at Go-Live). Interfaces are not deployed in Test or Training Environments unless specified in the Agreement and Appendix C of this SOW.

Disaster Recovery Interfaces are also licensed in the Agreement.

The Disaster Recovery system for On-Premise Systems will include licensed Disaster Recovery Interface configurations if the Interface Servers are replicated at a Virtual Machine level, with the assumption that no re-configuration needs to occur to either the CentralSquare or Third-Party end points as a result of a failover.

If the On-Premise Disaster Recovery system contains separately configured, non-replicated, Interface servers then Interface configuration services will need to be included in the Agreement.

Cloud Interfaces are replicated for Disaster Recovery with no end point configuration changes.

Major Task	Description
<b>Schedule</b>	<p>CentralSquare and Client will conduct interface implementation tasks as indicated in the approved Project Schedule.</p> <p>Applicable Code Tables, configurations and Templates that must be built as part of the overall Project Schedule as a pre-requisite for interface development and/or testing will be detailed by a CentralSquare Consultant or Software Engineer .</p>
<b>Functional Review</b>	<p>Review of custom interface functional specifications with CentralSquare, Client's subject matter expert (SME), and third-party vendor to develop the Operational Scenario Document (OSD).</p> <p>Client must provide relevant information regarding the operation of the interface with relation to its operation as well as any interaction with external systems. This is essential for accurate development of the OSD.</p>
<b>Documentation</b>	<p>Client reviews and approves each OSD as a precursor to the start of interface development. The approved OSDs will be used as a basis for</p>

	development, configuration, and functional testing of each custom interface.
<b>Development, Installation &amp; Configuration</b>	After development concludes, CentralSquare will install and and dry-run test each interface.
<b>Functional Testing</b>	<p>CentralSquare will complete functional testing of the interface with Client and third-party using a Functional Test document based solely on the approved OSD.</p> <p>Client notates the Functional Test document to indicate which tests passed or did not pass based on the approved OSD. Any exceptions are resolved and re-tested.</p>
<b>Sign Off</b>	Client signs off on each interface via a Task Completion Report (TCR) upon completion of Functional Testing.
<b>Go-Live</b>	The interfaces are brought into Production during system Go-Live.

## **Enterprise Custom Interfaces - Roles and Responsibilities**

### **CentralSquare Responsibilities**

- a) Create and provide OSDs to Client for each custom interface.
- b) Prepare and submit a TCR to Client, documenting Client's approval of each custom interface OSD.
- c) Using the approved OSDs, complete development of each custom interface.
- d) Install, configure and pre-test each custom interface.
- e) Develop Functional Test documents based on the approved OSDs.
- f) Provide Functional Test documents to Client for use during the Functional Test of each interface.
- g) Assist Client in conducting Functional Test in accordance with FUNCTIONAL TEST documents.
- h) Resolve and retest any Functional Test exceptions.
- i) Prepare and submit a TCR to Client, documenting completion of Functional Test for each interface, including any Functional Test exceptions.

### **Client Responsibilities**

- a) Provide the information that is necessary for development of the OSD for each custom interface.
- b) Obtain detailed documentation, schema, protocols, query specifications, sample files and API access for each of the third-party applications that CentralSquare interfaces with and provide the documentation to CentralSquare.
- c) Review and approve the TCRs for each OSD.

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- d) Engage the third-party vendors as requested by CentralSquare.
  - e) Act as the primary point of contact with third parties including other vendors, state agencies, and local agencies that control products with which CentralSquare products are to interface with.
  - f) Ensure connectivity on the designated protocols and ports to and from third-party or Client-hosted endpoints.
  - g) Ensure design decisions and functional signoff decisions are made conclusively and in a timely fashion.
  - h) Provide a point of contact for each interface with knowledge and experience of the workflow and data.
  - i) Participate in the Functional Test of each custom interface. Validate data transferred to or from CentralSquare systems as part of the interface.
  - j) Document Functional tests passed, or failed, and assist CentralSquare in providing details regarding any exceptions.
  - k) Assist in testing and verifying fixes for Functional Test exceptions.
  - l) Review and approve applicable TCRs.

**Note:** Any changes required to RMS templates required for custom interface work is the responsibility of Client.

**Note:**

Incomplete or inaccurate information, or delayed OSD approval may have a cascading effect on the Project Schedule, and result in a significant delay in completion of the project.

Requirements 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. Changes may also have a cascading effect on the project schedule, and result in delays to completion of the project.

Client is responsible for providing application programming interface (API) documentation for the third-party system. The API must document the integration process for the level of interface integration defined by CentralSquare's response to the RFP. The API must be compatible with the version of the third-party software CentralSquare will be interfacing with; the timeline for providing information must be concurrent with development of the OSD so any limitations associated with integration with the third-party applications can be taken into consideration. Client is responsible for any services or software needed from third-party systems required for integration with the third-party system. CentralSquare 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 a third-party vendor, or any license fees that may be required by the third-party vendor.

The scope of functionality for the custom interface is limited to: 1) the capability of the CentralSquare system being interfaced with and 2) the application programming interface (API) capabilities of the external system being interfaced.

Client is responsible (when requested) to coordinate execution of a standard Non-Disclosure Agreement (NDA provided by CentralSquare) between third-party vendors and CentralSquare. The NDA must be completed as a prerequisite to sharing technical or other information/documentation, and before testing of the interface can commence.

Client is responsible for coordinating the development of the vendor side of all interfaces to third-party applications for interfaces for which the vendor is not a CentralSquare Subcontractor, based on the Agreement. CentralSquare is not responsible for the cost of any software, work, customization, coding or testing that may be required to be performed by third-party vendors associated with implementation of the custom interface (unless the work is defined under a Sub-Agreement agreement with CentralSquare within the scope of the Agreement).

No third-party interface software will be installed on CentralSquare servers without the permission of CentralSquare.

## **System and Subsystem Go-Live**

### **Go-Live**

Go-Live of Enterprise Subsystems into the Production environment is a highly orchestrated activity that will require resources from both Client and CentralSquare teams.

Go-Lives are conducted on consecutive weekdays (Monday-Friday). Go-Lives that require CentralSquare support that begins before or extends beyond weekdays (unless included in the Agreement) are subject to additional cost.

- a) "Go-Live" means the event that occurs when Client first uses a Subsystem for Live Operations. A separate Go-Live may take place with respect to each Subsystem, each Interface, and each Modification.
- b) "Go-Live" means "First use in a non-test bed environment".
- c) "Go-Live" means "Live in a Production environment for a period of 10 days with no Priority One or Priority Two support error".

<b>Major Task</b>	<b>Description</b>
<b>Schedule</b>	CentralSquare and Client will conduct all associated Go-Live tasks as indicated in the approved Project Schedule, associated documents, and per the Agreement.
<b>Pre-Requisite Go-Live Tasks</b>	<p>CentralSquare project manager and Client will ensure all end user training has been completed, and that all Go-Live deliverables are completed with related TCRs approved.</p> <p>CentralSquare project manager will schedule and monitor internal and Client-facing Go-Live readiness checks during team planning meetings.</p> <p>CentralSquare project manager and Client project manager, along with key resources, will conduct separate planning meetings to draft/approve the Go-Live plan.</p> <p>The Go-Live plan provides details about the time period for the event, products involved, supportive roles and responsibilities, the overall timeline for the Go-Live, establishes meeting dates/times, the issue reporting and escalation processes, transition to support, and communications plan.</p>

<b>Go-Live Preparation</b>	<p>CentralSquare and Client will draft the CentralSquare Go-Live Authorization Letter.</p> <p>The Go-Live Authorization Letter confirms system has been installed and tested, and that Client agrees to proceed with moving the system to live operation. It acknowledges sufficient user training has been completed, confirms software is functional for a live environment, and that none of the currently identified issues are critical to the Go-Live. It lists all Subsystems included for Go-Live and any exceptions that will not be included (if applicable). Date and time of the Go-Live is memorialized, along with assurance Client's technical team and subject matter experts will be available 24 hours a day to support the CAD/Mobile Enterprise Go-Live and standard business hours (8a-5p Mon-Fri) for RMS and Jail Enterprise unless otherwise noted in the Agreement. Client is required to sign off on the Go-Live Authorization Letter.</p> <p>The CentralSquare project manager will coordinate the completion of Pre-Go-Live Checklists at regular intervals in the weeks leading up to the Go-Live to ensure the system is ready. Both CentralSquare and Client have responsibilities to complete the Checklists. Training data will be purged from the system, and the system itself will be locked down.</p>
<b>Support Transition Presentation</b>	<p>CentralSquare will invite Client to participate in a presentation to gain familiarity with Support structure and methodologies.</p> <p>CentralSquare will assist in confirming that representatives designated by Client needing access to enter and track support tickets have credentials for CentralSquare access.</p>
<b>Go-Live</b>	<p>The system is brought into Production per the Go-Live Plan and Go-Live Authorization Letter, and Go-Live support is provided by CentralSquare per the Agreement.</p> <p>Milestone TCR(s) are provided to Client for approval based on the Agreement.</p> <p>System enters into its Reliability Period, as defined per RFP response and/or Agreement.</p> <p>During Go-Live, issues are reported and managed by CentralSquare with Client's assistance. Upon cessation of Go-Live support by CentralSquare, issues are reported and managed by Client.</p>



<b>Transition to Support and CSM</b>	At the conclusion of the Contractual Reliability Period, the project is closed and transitioned into Maintenance and Support. This also begins the relationship between Client and the Customer Success Manager (CSM).
<b>Post-Go-Live Deliverables</b>	If applicable, Post-Go-Live deliverables will be managed to completion of delivery by the CentralSquare project manager per the Agreement.

### **CentralSquare Responsibilities**

- a) Complete internal Go-Live readiness checks and interval team planning meetings.
- b) Prepare a Go-Live Plan for delivery to Client.
- c) Prepare a Go-Live Authorization Letter and deliver to Client.
- d) Identify the participants for the Go-Live in accordance with the terms of the Agreement.
- e) Coordinate CentralSquare personnel in advance of the Go-Live date to complete final tasks as a part of the Go-Live preparations.
- f) Assist Client in placing the system into Production.
- g) Assist Client staff in usage of the system as well as documenting, reporting, and researching issues.
- h) Provide support during and after system Go-Live as specified within the Agreement.
- i) Prepare and submit TCR(s) upon first live operation of system in a live environment.

### **Client Responsibilities**

- a) Complete end user training needed to support operation of Subsystems.
- b) Participate in review of the Go-Live Plan.
- c) Review and approve the Go-Live Authorization Letter no later than 3 weeks prior to Go-Live.
- d) Complete prerequisite tasks as directed by CentralSquare.
- e) Place the software into Production and begin operational use in accordance with the project schedule, Go-Live Plan, and Go-Live Authorization Letter.
- f) Provide adequate persons for the supervision and assistance to end users during Go-Live and beyond the participation of the CentralSquare staff.
- g) Provide dedicated workstations for CentralSquare support staff use during Go-Live.
- h) Provide IT support to cover all Client end user and CentralSquare staff hours of operation.
- i) Develop a process for the identification of, research, reporting and resolution of issues.
- j) Review and approve the applicable TCR(s).

### **Reliability Period**

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Client's cutover to live Production of any CentralSquare supplied Subsystem (i.e., productive use) constitutes Client's acceptance of the Subsystem.

Upon Go-Live for the Subsystem(s), Client shall use the Subsystem for a thirty (30) consecutive day period to verify operational functionality in a live environment. If no Critical Priority or Urgent Priority Software Errors (as those terms are defined in Addendum E to the Agreement) are reported during such thirty (30) day period, the Subsystems shall be deemed to have achieved Final Acceptance. In the event that a Critical Priority or Urgent Priority Software Error occurs during the Reliability Test Period, CentralSquare shall commence actions in accordance with the Software Support Agreement to correct the reported error.

**Note:** If Subsystems do not Go-Live on the same day, or if agencies and/or PSAPs Go-Live in multiple phases, the Reliability Acceptance Period for each Subsystem will start the first day that Subsystem Goes Live and is used in a Production environment by any agency and/or PSAP. There will not be separate Reliability Acceptance Periods as subsequent agencies and/or PSAPs Go-Live.

In the event that a Critical Priority Software Error occurs between day one (1) and day thirty (30) of the Acceptance Test Period, the Acceptance Test Period will be stopped and restarted at day one (1) once the Software Error has been resolved in accordance with the Software Support Agreement.

In the event that an Urgent Priority Software Error occurs between day one (1) and day fifteen (15), the Acceptance Test Period will be stopped and restarted from day one (1) once the Software Error has been resolved in accordance with the Software Support Agreement. If the Software Error occurs between day fifteen (15) and day thirty (30), the Acceptance Test Period will be stopped and restarted from the day the resolution has been provided in accordance with the Software Support Agreement.

Critical or Urgent Priority software errors caused by factors that are outside of CentralSquare's control, and/or from variables which are outside the scope of CentralSquare's responsibilities, will not be counted Critical or Urgent Priority software errors. Examples of such issues could be, but are not limited to:

- Power failures
- Operator error
- External network failure
- Availability of components that are not provided by CentralSquare but interface to/from the CentralSquare solution
- Hardware or Operating System software
- Non CentralSquare supplied software components introduced into the working environment

During the Reliability Test Period, the Subsystem will be frozen, (i.e., no changes, fixes, and/or updates will be applied, except those that are required to address Downtime Failures associated with the Reliability Test Period.)

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At the conclusion of the Reliability Test Period, as further defined in the Agreement, the Subsystem will be deemed accepted by Client.

**CentralSquare Responsibilities**

- a) Document the start of the Reliability Period upon Go-Live of the Subsystem via TCR.
- b) Address Reliability Period issues that are reported during this period.
- c) Document issues that are not considered "Reliability Acceptance" issues to be addressed as part of the support and maintenance of the Subsystem.
- d) Provide the TCR to document Final Acceptance of the System.

**Client Responsibilities**

- a) Report issues when they occur.
- b) Review and approve the applicable TCRs.

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## PROJECT CLOSURE

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Project closure activities commence when all project deliverables have been completed. Support of systems and subsystems will be transitioned to CentralSquare's Support and monitored per the Support and Maintenance Agreements.

Major Task	Description
<b>Post Go-Live Project Deliverables</b>	Once complete, ensure CentralSquare project manager will provide TCR to Client for signoff of completed deliverables.
<b>Final Audit</b>	CentralSquare project manager will perform a final audit to ensure all Contractual obligations have been met. A final TCR will be provided to Client to confirm the project is completed.
<b>Final Transition</b>	<p>CentralSquare project manager performs final transition of Client to Support who will become the primary conduit for entry, tracking, and resolution of system issues.</p> <p>Client interaction is officially handed over from the CentralSquare project manager to the CentralSquare Customer Success Manager (CSM).</p>
<b>Project Closure</b>	CentralSquare project manager performs administrative tasks to archive project documents and close the project.

### CentralSquare Responsibilities

- a) Perform payment reconciliation, deliver final project TCRs which generate remaining invoices.
- b) Transition the CentralSquare point of contact from the Project Manager to the CSM and Client Support Services Department.
- c) Provide continued support based on terms of Agreement.

### Client Responsibilities

- a) Provide approval of final Project TCRs within five (5) business days, excluding County holidays or County closures.
- b) Process payment of final invoices.

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## **Appendix A - Contracted Modifications to Standard CentralSquare Products**

**Note:** Any changes to the requirements documented in approved System OSDs are subject to Change Order.

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There are no product modifications proposed for this project.

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## Appendix B - Standard CentralSquare Interfaces

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The scope of functionality for these Standard interfaces is limited to 1) the capability of the CentralSquare System being interfaced and 2) the capabilities of the external system being interfaced. Descriptions of each of the Standard interfaces below will become the basis for the scope of detailed requirements, described in the OSD. Any changes in the requirements documented and approved in the System OSDs are subject to Change Order.

### Standard Interfaces

Standard Interfaces are included in the Contract and listed in this SOW. If not explicitly listed in the Contract, the interface will not be installed and supported.

Standard Interface	Description
Interface Name	Standard Enterprise Jail Aramark Commissary Interface (Two-way)
Interface Description	In the event of a booking, release, or cell change, CentralSquare will send inmate location, demographics, and updated bank balance information to Aramark's software. CentralSquare will also poll Aramark's software periodically for updated balance info and individual transactions. In the event of an update, CentralSquare will receive the current spending balance.
Subsystem	Jail
Direction	Bi-Directional
Interface Document Name	TBD
Instances Contracted	Production
Required for Go-Live	Yes

Standard Interface	Description
Interface Name	Standard Enterprise Jail MorphoTrust LiveScan Interface (One-way) (Texas)
Interface Description	This is a one-way interface from Jail Enterprise to the AFIS network. When an inmate is booked into Jail, an XML file is sent to the AFIS Livescan device. CentralSquare creates the web service which sends the XML file to AFIS.
Subsystem	Jail
Direction	Export/Single Direction
Interface Document Name	TBD
Instances Contracted	Production

<b>Required for Go-Live</b>	Yes
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<b>Standard Interface</b>	<b>Description</b>
<b>Interface Name</b>	Standard Enterprise Jail VINE Interface (Export)
<b>Interface Description</b>	This is a one-way interface from Enterprise Jail to Appriss. CentralSquare will create a read-only database connection for Appriss to access specific data views. Upon the completion of an inmate booking and when an inmate is released, inmate data will be made available through these views for consumption by Appriss. Appriss is responsible for querying these views for booking and release data, as well as daily active inmate population reports. CentralSquare will provide Appriss with database user information.
<b>Subsystem</b>	Jail
<b>Direction</b>	Export/Single Direction
<b>Interface Document Name</b>	TBD
<b>Instances Contracted</b>	Production
<b>Required for Go-Live</b>	Per the Appriss vendor, Production data from Jail is required to configure the export.

<b>Standard Interface</b>	<b>Description</b>
<b>Interface Name</b>	Standard Brazos Citation Importer - Texas
<b>Interface Description</b>	The Brazos Citation Importer Interface is a unidirectional interface that will import Citation data from the Brazos Citation system into Enterprise RMS.
<b>Subsystem</b>	RMS
<b>Direction</b>	Import/Single Direction
<b>Interface Document Name</b>	OSD - Brazos Citation Importer - Texas.pdf
<b>Instances Contracted</b>	Production/DR
<b>Required for Go-Live</b>	Yes

<b>Standard Interface</b>	<b>Description</b>
<b>Interface Name</b>	Standard Law Enforcement Information Exchange (LinX) Publisher

<b>Interface Description</b>	Publishes arrest, call for service, citation, crash, field interview and incident summary records from RMS Enterprise to the LinX system.
<b>Subsystem</b>	RMS
<b>Direction</b>	Export/Single Direction
<b>Interface Document Name</b>	OSD - Law Enforcement Information Exchange (LinX) Publisher
<b>Instances Contracted</b>	Production/DR
<b>Required for Go-Live</b>	Yes

<b>Standard Interface</b>	<b>Description</b>
<b>Interface Name</b>	Standard LexisNexis DORS Incident Importer (Coplogic)
<b>Interface Description</b>	The LexisNexis Desk Officer Reporting System (DORS) interface receives data from police incident reports publicly submitted using the DORS system, and once approved by DORS, the report data is published to RMS Enterprise Incident.
<b>Subsystem</b>	RMS
<b>Direction</b>	Import/Single Direction
<b>Interface Document Name</b>	OSD - Records Enterprise - Lexis Nexis (Coplogic) Incident Importer Integration
<b>Instances Contracted</b>	Production/DR
<b>Required for Go-Live</b>	Per the LexisNexis vendor, the Go-Live for this interface is approximately one (1) week after the Records Enterprise Go-Live.

<b>Standard Interface</b>	<b>Description</b>
<b>Interface Name</b>	Standard Station Alerting Interface (Phoenix Systems (USDD))
<b>Interface Description</b>	The Station Alerting Interface with the US Digital Designs Phoenix G2 Station Alerting system consists of a Communications Gateway that interfaces with CAD, which allows system management, monitoring and communication with Station Controller devices located in stations. Upon an Enterprise CAD System dispatch event, the Enterprise CAD Interface will pass dispatch assignment information to the Phoenix G2 System. The Phoenix G2 Alerting System Server will receive the CAD



	dispatch data and perform programmed station alerting functions for the stations involved.
<b>Subsystem</b>	CAD
<b>Direction</b>	Bi-Directional
<b>Interface Document Name</b>	IRD - USDD Station Alerting Interface ICD - USDD Station Alerting Interface
<b>Instances Contracted</b>	Production/DR
<b>Required for Go-Live</b>	Yes

<b>Standard Interface</b>	<b>Description</b>
<b>Interface Name</b>	Standard Station Printing (Rip-and-Run)
<b>Interface Description</b>	The station alert printer interface is a one way transfer of specified CAD Enterprise incident response data to the Client's station printers; provides responding crews with basic response and/or incident information.
<b>Subsystem</b>	CAD
<b>Direction</b>	Export/Single Direction
<b>Interface Document Name</b>	IRD - Standard Station Printing Interface ICD - Station Printing Interface OSD - Standard Station Printing
<b>Instances Contracted</b>	Production/DR
<b>Required for Go-Live</b>	Yes

<b>Standard Interface</b>	<b>Description</b>
<b>Interface Name</b>	Standard CAD to External System Data Transfer Interface (for Zoll EMD)
<b>Interface Description</b>	The CAD to External System Data Transfer Interface will provide a one-way data transfer of selected Enterprise CAD incident data fields from Enterprise CAD to a single external system (Zoll).
<b>Subsystem</b>	CAD
<b>Direction</b>	Export/Single Direction
<b>Interface Document Name</b>	OSD - Standard CAD to External System Data Transfer
<b>Instances Contracted</b>	Production/DR
<b>Required for Go-Live</b>	Yes

<b>Standard Interface</b>	<b>Description</b>
<b>Interface Name</b>	Standard ANI/ALI Interface

<b>Interface Description</b>	The ANI/ALI Interface provides a one-way transfer and processing of data from the E911 Controller of the phone system to CAD Enterprise in order to display and record incoming 911 data specific to the callers address location and telephone number.
<b>Subsystem</b>	CAD
<b>Direction</b>	Import/Single Direction
<b>Interface Document Name</b>	OSD – Standard ANI/ALI Interface
<b>Instances Contracted</b>	Production/DR
<b>Required for Go-Live</b>	Yes

<b>Standard Interface</b>	<b>Description</b>
<b>Interface Name</b>	Standard Enterprise CAD ASAP Interface
<b>Interface Description</b>	The Automated Secure Alarm Protocol (ASAP) is an American National Standard developed jointly by APCO and The Monitoring Association and approved by the American National Standards Institute. NLETS is a partner in the program and uses its systems to provide a data bridge between both systems. Using ASAP, Central Station alarm companies can transmit alarm data electronically to CAD Enterprise.
<b>Subsystem</b>	CAD
<b>Direction</b>	Import/Single Direction
<b>Interface Document Name</b>	OSD – ASAP Standard Interface
<b>Instances Contracted</b>	Production/DR
<b>Required for Go-Live</b>	Yes

### Reporting Server Query Interfaces

Certain interface requirements are handled with service logins to either the CAD or Records Reporting Server. Report Server Query interfaces are only available in Production

No Reporting Server Query interfaces are included as part of this Contract.



## **Appendix C - Custom CentralSquare Interfaces**

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No Custom Interfaces are included as part of this Contract.



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## Appendix D - Message Switch

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The CentralSquare Message Switch is a component of the CentralSquare Suite which allows query and response transactions between CentralSquare Suite applications, the State, and some third-party data sources. CentralSquare Message Switch is a standalone application that can be accessed from any web application, or within a CentralSquare products, to centralize inquiries to state switch systems, internal systems and/or other providers while reducing user interactions and data entry workflows.

A **Message Switch Provider** is equivalent to a data source (such as a CentralSquare component like Records Enterprise, the State, or a SQL database).

Message Switch Providers use Transactions to query the data source.

A **Message Switch Transaction** can be considered the equivalent of an individual query or a combination (combo query which queries multiple Providers). Examples of individual queries would be **Person by Name or Driver's License Number** Transaction for the Provider **Records Enterprise**, or a **Message key** Transaction to the Provider **State Justice Switch**, or a Type of SQL Query to an external SQL database for a Custom Provider). Transactions are rolled up under each Provider. An example of a combination query would be a Transaction defined as a Combination Query of a Person query on both a State Provider and a SQL Custom Transaction (e.g., a Person by Name query which searches both the State, and an external SQL Data Source).

Standard transactions are included in the project, subject to applicable access. Standard queries can be performed via the CAD Enterprise Powerline, CAD Enterprise Query entry page, and Mobile Enterprise Query entry page.

The list of Message Switch Providers and associated Transactions included in this Contract are as follows:

### Standard Providers

#### Provider: CAD Enterprise

##### Standard CAD Enterprise Transactions

- a) CAD Enterprise Be On the Lookout (BOLO) records:
  - i. Transaction: Person by Name or Driver's License Number
  - ii. Transaction: Vehicle by License Plate or VIN
- b) CAD Enterprise Supplemental Information records:
  - i. Transaction: Person by Name or Driver's License Number
  - ii. Transaction: Vehicle by License Plate or VIN
  - iii. Transaction: Firearm by Serial Number

- 
- iv. Transaction: Property by Serial Number

**Provider: Records Enterprise**

**Standard Records Enterprise Transactions**

- a) Standard Records Enterprise Providers Queries
  - i. Transaction: Person by Name or Driver's License Number
  - ii. Transaction: Vehicle by License Plate or VIN
  - iii. Transaction: Article
  - iv. Transaction: Location

**Provider: Jail Enterprise**

**Standard Jail Enterprise Transactions**

- a) Standard Jail Enterprise Provider Queries
  - i. Transaction: Person (Mugshot, Jail Person Query)

**Provider: State Justice Switch (Texas)**

**Standard State Justice Switch Transactions (State/NLETS/NCIC transactions)**

The following responses are supported for parsing local Person and Vehicle state transactions. Parsing of returns is applicable if Client is using Records Enterprise and transactions are already defined.

None of queries below include record entry, modification, or update (Cancel, Clear, Locate) transactions. This functionality is available only if CentralSquare develops the query as part of the Contract or at additional cost via Change Order. The Custom State Justice Switch Transactions section below contains any custom Transactions for this Contract.

Category	Message Key	Transaction Name
AdminOther	QDP	Nics Denied Person Inquiry
AdminOther	QNP	Nics Initial Entry
AdminOther	QNR	Nics Follow Up Inquiry By DCI Number
AdminOther	QNR	Nics Follow Up Inquiry By FBI Number
AdminOther	QNR	Nics Follow Up Inquiry By NCIC Number
AdminOther	QNR	Nics Follow Up Inquiry By NICS Record Index Number

AdminOther	QNR	Nics Follow Up Inquiry By NICS Transaction Number
Article	XAA	Group Article Cancel
Article	XA	Single Article Cancel
Article	XLAA	Group Article Cancel - Lost
Article	XLA	Single Article Cancel - Lost
Person	XGMN	Gang Supplemental Cancel
Person	XGM	Gang Cancel
Gun	XFG	Felony Gun Cancel
Gun	XG	Stolen Gun Cancel
Gun	XLG	Lost Gun Cancel
Gun	XRG	Recovered Gun Cancel
Person	XID	Identity Theft Cancel
Person	XIN	Identity Theft Supplemental Cancel
AdminOther	XII	Investigative Interest Cancel
Person	XMPN	Person With Information Supplemental Cancel
Person	XMP	Person With Information Cancel
Article	XSS	Serialized Securities Cancel
Article	XS	Single Security Cancel
Vehicle	XB	Stolen Boat Cancel
Person	XCNS	Stolen Fraudulent Identifiers Cancel
Person	XCN	Supervised Release Supplemental Cancel
Person	XC	Supervised Release Cancel
Article	CAA	Group Article Clear
Article	CA	Single Article Clear
Article	CLAA	Group Article Clear - Lost
Article	CLA	Single Article Clear - Lost
AdminOther	CRBD	Benefits And Effectiveness After Clear - Person
AdminOther	CRBD	Benefits And Effectiveness After Clear - Property
Gun	CFG	Felony Gun Clear
Gun	CG	Stolen Gun Clear
Gun	CLG	Lost Gun Clear
Gun	CRG	Recovered Gun Clear
Article	CSS	Serialized Security Clear
Article	CS	Single Security Clear

Vehicle	CB	Stolen Boat Clear
Person	CC	Supervised Release Clear
Article	EAA	Group Article Entry
Article	EA	Single Article Entry
Article	ELAA	Group Article Entry - Lost
Article	ELA	Single Article Entry - Lost
Person	EGMN	Gang Supplemental Entry
Person	EGM	Gang Entry
Person	EIDC	Identity Theft C Entry
Person	EID	Identity Theft Entry
Person	EIN	Identity Theft Supplemental Entry
Vehicle	EB	Stolen Boat Entry
AdminOther	EII	Investigative Interest Entry
Person	ED	Missing Person Dental Information Entry
Person	EMPN	Person With Information Supplemental Entry
Person	EMP	Person With Information Entry
Person	ECNS	Stolen Fraudulent Identifiers Entry
Person	ECN	Supervised Release Supplemental Entry
Person	EC-C	Supervised Release Entry - C
Person	EC	Supervised Release Entry
Person	ED	Wanted Person Dental Information Entry
Article	LAA	Group Article Locate
Article	LLAA	Group Article Locate - Lost
Article	LLA	Single Article Locate - Lost
AdminOther	LRBD	Benefits And Effectiveness After Locate - Person
AdminOther	LRBD	Benefits And Effectiveness After Locate - Property
Vehicle	LB	Stolen Boat Locate
Gun	LFG	Felony Gun Locate
Gun	LLG	Lost Gun Locate
Vehicle	LF	Felony Vehicle Locate
Vehicle	LL	Vehicle Plate Locate
Vehicle	LP	Vehicle Part Locate
Article	MAA	Group Article Modify
Article	MLAA	Group Article Modify - Lost
Article	MLA	Single Article Modify - Lost



Gun	ELGP	Lost Gun Entry - Hold For Latents
Gun	ERGP	Recovered Gun Entry - Hold For Latents
Gun	EFGP	Felony Gun Entry - Hold For Latents
Gun	EFG	Felony Gun Entry
Gun	ERG	Recovered Gun Entry
Gun	ELG	Lost Gun Entry
Gun	EG-P	Stolen Gun Entry - Hold For Latents
Gun	EG	Stolen Gun Entry
Vehicle	EL	Stolen License Plate Entry
Article	ESS	Serialized Security Entry
Article	ES	Single Security Entry
Person	EN	Wanted Person Supplemental Record Entry
Article	LA	Single Article Locate
Gun	LG	Stolen Gun Locate
Vehicle	LL	Stolen License Plate Locate
Article	LSS	Serialized Security Locate
Article	LS	Single Security Locate
Article	MA	Single Article Modify
Person	MGM	Gang Modify
Gun	MFG	Felony Gun Modify
Gun	MLG	Lost Gun Modify
Gun	MRG	Recovered Gun Modify
Gun	MG	Stolen Gun Modify
Person	MID	Identity Theft Modify
Vehicle	ML	Stolen License Plate Modify
Person	MD	Missing Person Dental Information Modify
Person	MMP	Person With Information Modify
Article	MSS	Serialized Security Modify
Article	MS	Single Security Modify
Vehicle	MB	Stolen Boat Modify
Person	MC	Supervised Release Modify
Person	MD	Wanted Person Dental Information Modify
Person	AQ	Criminal History Admin Inquiry
Person	FQ	Criminal History Follow Up Inquiry
Person	IQ	Criminal History Initial Inquiry
Person	QGG	Gang Reference Inquiry

AdminOther	QI	One Crime Inquiry
Person	QID	Identity Theft Inquiry
Person	QMNI	Criminal History Master Name Index Inquiry
AdminOther	QO	ORI Details Inquiry
Person	QRI	Criminal History By FBI Inquiry
Person	QXS	Sex Offender Inquiry
AdminOther	ZO	ORI Name Inquiry
Person	QU	Unidentified Person Inquiry
Person	QM	Missing Person Inquiry
Person	ZU	Unidentified Person Inquiry (Test)
Person	ZM	Missing Person Inquiry (Test)
Person	QPO	Protection Order Inquiry
Person	ZWA	Wanted Person Inquiry - All (Test)
Person	ZW	Wanted Person Inquiry (Test)
Vehicle	ZV	Stolen or Felony Vehicle Inquiry (Test)
Article	ZS	Single Security Inquiry (Test)
Gun	ZG	Gun Inquiry (Test)
Vehicle	ZB	Boat Inquiry (Test)
Article	ZA	Single Article Inquiry (Test)
AdminOther		Free Form NCIC Transaction
Person	QWA	Wanted Person Inquiry - All
Article	QA	Single Article Inquiry
Vehicle	QB	Boat Inquiry
Gun	QG	Gun Inquiry
Person	QH	III Criminal History Record Inquiry
Person	QR	Full III Criminal History Record Inquiry
Article	QS	Single Security Inquiry
Vehicle	QV	Stolen or Felony Vehicle Inquiry
Person	QW	Wanted Person Inquiry
Person	QGM	Gang Member Inquiry
Person	QWI	Wanted Person Inquiry - III
AdminOther	QII	Image Inquiry
AdminOther		OFML Free Form Transaction

AdminOther	ACQ	Nlets Prism Carrier Status Inquiry
AdminOther	AVQ	Nlets Prism Vehicle Status Inquiry
AdminOther	CPQ	Nlets Corrections Photo By Corrections Number Inquiry
AdminOther	CPQ	Nlets Corrections Photo By Name and DOB Inquiry
AdminOther	CPQ	Nlets Corrections Photo By OLN Inquiry
AdminOther	CPQ	Nlets Corrections Photo By SID Number Inquiry
AdminOther	CPQ	Nlets Corrections Photo By SSN Inquiry
AdminOther	FGQ	Nlets Interpol Gun Follow-Up Inquiry
AdminOther	FPQ	Nlets Interpol Persons Follow-Up Inquiry
AdminOther	FQC	Nlets International Fuel Tax Transaction Inquiry
AdminOther	FTQ	Nlets Interpol Travel Documents Follow-Up Inquiry
AdminOther	FVQ	Nlets Interpol Vehicle Follow-Up Inquiry
AdminOther	GVQ	Nlets VIN Check Inquiry
AdminOther	IGQ	Nlets Interpol Gun Initial Inquiry
AdminOther	IPQ	Nlets Interpol Person Initial Inquiry
AdminOther	ITQ	Nlets Interpol Travel Documents Initial Inquiry
AdminOther	IVQ	Nlets Interpol Vehicle Initial Inquiry
Vehicle	JQ	Query Aircraft Tracking
Vehicle	LQ	Stolen Vehicle Recovery Network Notification - TCIC
Article	CAQ	NLETS Canadian Article File Query
AdminOther	PAQ	Nlets Person Probation/Corrections/Parole all Inquiry
AdminOther	PBQ	Nlets Person Probation Inquiry

AdminOther	PCQ	Nlets Person Corrections Inquiry
AdminOther	RCQ	Nlets Railroad Crossing Inquiry
AdminOther	SOQ	Nlets Sex Offender Inquiry
AdminOther	CPQ	Nlets Corrections Photo By FBI Number Inquiry
AdminOther	SWQ	Nlets State Warrant By FBI Number Inquiry
AdminOther	SWQ	Nlets State Warrant By Misc Number Inquiry
AdminOther	SWQ	Nlets State Warrant By Name and DOB Inquiry
AdminOther	SWQ	Nlets State Warrant By OLN Inquiry
AdminOther	SWQ	Nlets State Warrant By SSN Inquiry
Person	YQPO	NLETS Hit Confirmation Request For Protective Order
Article	YQSA	NLETS Hit Confirmation Request For Stolen Article
Person	YQMP	NLETS Hit Confirmation Request For Missing Person
Person	YQWP	NLETS Hit Confirmation Request For Wanted Person
Vehicle	YQSL	NLETS Hit Confirmation Request For Stolen License Plate
Vehicle	YQSP	NLETS Hit Confirmation Request For Stolen Part
Vehicle	YQSV	NLETS Hit Confirmation Request For Stolen Or Felony Vehicle
Vehicle	YQSB	NLETS Hit Confirmation Request For Stolen Boat
Article	YRSA	NLETS Hit Confirmation Response For Stolen Article
Vehicle	YRSB	NLETS Hit Confirmation Response For Stolen Boat
Gun	YRSG	NLETS Hit Confirmation Response For Stolen Gun
Vehicle	YRSL	NLETS Hit Confirmation Response For Stolen License Plate
Vehicle	YRSP	NLETS Hit Confirmation Response For Stolen Part
Vehicle	YRSV	NLETS Hit Confirmation Response For Stolen Or Felony Vehicle
Person	YRWP	NLETS Hit Confirmation Response For Wanted Person
Person	IAQ	NLETS Immigration Alien Query
Gun	CWQ	NLETS Concealed Weapons Permit Query
Person	FQ	NLETS Full Criminal History Query
Person	IQ	NLETS Criminal History Identity Query

Vehicle	GQ	Query Aircraft Registration
AdminOther		Free Form NLETS Transaction
Vehicle	VQ	NLETS Canadian Vehicle File Query
Person	WQ	NLETS Canadian Person File Query
Vehicle	XQ	NLETS Canadian Vehicle Registration Query
AdminOther	TQ	ORION File Query
Vehicle	MQ	Hazardous Materials Query
Vehicle	SQ	NLETS Snowmobile Registration Query
Vehicle	BQ	Query Boat Registration
Person	DNQ	NLETS Driver History Query By Name Only
Person	DQG	NLETS Regional Driver Record Query
Person	KQ	NLETS Driver History Query
Vehicle	RNQ	NLETS Vehicle Registration Query By Name Only
Vehicle	RQG	NLETS Regional Vehicle Registration Query
Vehicle	RQ	NLETS Vehicle Registration Query
Person	UQ	NLETS Canadian Driver Record Query
AdminOther	QFA	Foster Home Address Inquiry
AdminOther	RZW	Regional Query Wanted (Test)
Person	QR-T	Full III Criminal History Record Inquiry - TCIC Only
Vehicle	QV-T	Stolen or Felony Vehicle Inquiry - TCIC Only
Person	QH-T	III Criminal History Record Inquiry - TCIC Only
Person	RSDWW	TLETS Combination Inquiry By Driver's License
Person	RSDW	TLETS Combination Inquiry
Vehicle	V	Basic Vehicle Registration Inquiry
Vehicle	VX	Basic Enhanced Vehicle Registration Inquiry
Vehicle	VINX	Complete Enhanced Vehicle Registration Inquiry
Vehicle	VIN	Complete Vehicle Registration Inquiry
Person	DWI	Driver's License Inquiry With DWI Information
Person	RDL	Regular Driver's License Inquiry
Person	QW-X	Wanted Person Inquiry - Exact DOB Match
Person	CPL	Complete Driver's License Inquiry
Person	QW-T	Wanted Person Inquiry - TCIC Only

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**Additional State Justice Switch Transactions (State/NLETS/NCIC transactions)**

The following responses are additional transactions, but are not included in the Standard Transactions.

Category	Message Key	Transaction Name
Vehicle	XL	Stolen License Plate Cancel
Vehicle	XV	Vehicle Cancel
Person	XN	Wanted Person Supplemental Record Cancel
Person	XW	Wanted Person Cancel
Person	LM	Missing Person Locate
Vehicle	LV	Vehicle Locate
Person	LW	Wanted Person Locate
Person	XM	Missing Person Cancel
Person	MM	Missing Person Modify
Vehicle	MV	Stolen Vehicle Modify
Person	MW	Wanted Person Modify
Person	EMVC	Missing Person Catastrophe Victim Caution Entry
Person	EMOC	Missing Person Other Caution Entry
Person	EMJC	Missing Juvenile Caution Entry
Person	EMIC	Missing Person Involuntary Caution Entry
Person	EMEC	Missing Person Endangered Caution Entry
Person	EMDC	Missing Person Disability Caution Entry
Person	EMO	Missing Person Other Entry
Person	EMV	Missing Person Catastrophe Victim Entry
Person	EMI	Missing Person Involuntary Entry
Person	EME	Missing Person Endangered Entry
Person	EMD	Missing Person Disability Entry
Person	EMN	Missing Person Additional Entry
Vehicle	EV-A	Stolen Vehicle Armed Occupant Entry
Vehicle	EV-F	Stolen Vehicle Hold For Latents / Armed Occupant Entry
Vehicle	EF-F	Felony Vehicle Hold For Latents / Armed Occupant Entry
Vehicle	EV-P	Stolen Vehicle Hold For Latents Entry
Vehicle	EF-P	Felony Vehicle Hold For Latents Entry
Vehicle	EF	Felony Vehicle Entry
Vehicle	EV	Stolen Vehicle Entry
Vehicle	EF-A	Felony Vehicle Armed Occupant Entry
Person	ET-C	Temporary Wanted Person Caution Entry

Person	EW-C	Wanted Person Caution Entry
Person	EWJC	Wanted Juvenile Caution Entry
Person	EMJ	Missing Juvenile Entry
Person	EWJ	Wanted Juvenile Entry
Person	EM	Missing Person Entry
Person	ET	Temporary Wanted Person Entry
Person	EW	Wanted Person Entry
AdminOther	LEOFA	Law Enforcement Officer Flying Armed NLETS Message
AdminOther	NIQ	NLETS NICB Query
AdminOther	HELP	NLETS Administrative Inquiry Help Message
AdminOther	APND	NLETS Administrative Append Help Message
AdminOther	CNCL	NLETS Administrative Cancel Help Message
AdminOther	UPDT	NLETS Administrative Update Help Message
Article	YQSS	NLETS Hit Confirmation Request For Stolen Security
Gun	YQSG	NLETS Hit Confirmation Request For Stolen Gun
Person	YRMP	NLETS Hit Confirmation Response For Missing Person
Person	YRPO	NLETS Hit Confirmation Response For Protective Order
Article	YRSS	NLETS Hit Confirmation Response For Stolen Security
Person	PPQ	Person Parole Query
AdminOther	HQ	Query Weather and Road Conditions
AdminOther	NAQ	NLETS NICB All Files Query
AdminOther	AML	NLETS Administrative Message - Law Enforcement Only
AdminOther	AM	NLETS Administrative Message
Person	DQ	NLETS Driver Record Query
Person	EE	Wanted Person Entry - Texas Only
Person	EE-C	Wanted Person Caution Entry - Texas Only
Vehicle	R	Basic Vehicle Plate Registration Inquiry
Vehicle	REGX	Complete Enhanced Vehicle Plate Registration Inquiry
Vehicle	RX	Basic Enhanced Vehicle Plate Registration Inquiry
Vehicle	REG	Complete Vehicle Plate Registration Inquiry

### **Custom State Justice Switch Transactions**

No Custom Transactions for this Provider are included as part of this Contract.

### **Custom Providers (for CAD and Records Enterprise)**

Custom Providers allow the ability to access additional records management systems, warrant/court systems, or other accessible external databases.

No Custom Providers are included as part of this Contract.



### **Appendix E - Subcontractor Statement of Work**

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Subcontractor Statement(s) of Work provided as applicable to the project.





## Appendix F – Standard CentralSquare Integrations

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The scope of functionality for these Standard integrations is limited to 1) the capability of the CentralSquare System being interfaced and 2) the capabilities of the external system being interfaced. Descriptions of each of the Standard integrations below will become the basis for the scope of detailed requirements, described in the OSD. Any changes in the requirements documented and approved in the System OSDs are subject to Change Order.

### Standard Integrations

Standard Integrations are included in the Contract and listed in this SOW. If not explicitly listed in the Contract, the integration will not be installed and supported.

Standard Integration	Description
<b>Integration Name</b>	Standard Enterprise CAD CryWolf Alarm Incidents Export
<b>Integration Description</b>	Alarms are transferred to CryWolf from CAD Enterprise as incidents occur. The CAD Enterprise Archive Server Data is queried via SQL by CryWolf.
<b>Subsystem</b>	CAD
<b>Direction</b>	Export/Single Direction
<b>Instances Contracted</b>	Production/DR
<b>Required for Go-Live</b>	Yes
<b>Standard Integration</b>	<b>Description</b>
<b>Integration Name</b>	Standard Enterprise CAD CryWolf Permits Import
<b>Integration Description</b>	Alarm Permits from within CryWolf are imported into CAD Enterprise. Alarm Permit Data is imported from CryWolf through the Standard External System to CAD Enterprise- Permits.
<b>Subsystem</b>	CAD
<b>Direction</b>	Import/Single Direction
<b>Instances Contracted</b>	Production/DR
<b>Required for Go-Live</b>	Yes

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## **Appendix G – CrimeView Analytics GIS Data and Application Specifications**

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### **GIS Data Specifications**

Client shall provide files of relevant boundaries and landmarks within the area of interest. Typical features include:

- 1) Boundaries and jurisdictions such as beats and reporting districts.
- 2) Landmark information such as schools, parks, and other locations of interest.
- 3) Geocoding Reference Data
- 4) Client is responsible for providing accurate Geocoding Reference Data in a GIS format that can be used to generate a geocoding service. Reference data may consist of street centerlines, address points, parcels, points of interest, or other GIS features referenceable in the data to be geocoded.

### **Application Specifications**

- 1) Data History
  - a. The Dashboard will include a rolling thirty-six (36) months of historical data for each dataset.
- 2) Widgets
  - a. Each widget presents data in based on the query/selection configured for it by the agency.
  - b. Widgets can be added, deleted, and modified by administrator or designer users and are updated automatically up to four times per day.
  - c. A total of 400 widgets are licensed with the Dashboard, and more may be added at an additional cost.
- 3) Symbology
  - a. All applications include standard CentralSquare symbology for each data source.
- 4) Users
  - a. Two user types will be provided in order to utilize and administer the application:
    - i. Three (3) Designer logins for purposes of creating new content and managing user logins.
    - ii. Unlimited End User logins for purposes of viewing content and creating queries on demand.

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## **Appendix J – CentralSquare Connectivity to Enterprise On-Premise Systems**

### **Policy**

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The BeyondTrust/Bomgar and/or SecureLink remote support solutions shall be the method of remote access to on-premise client systems and/or data. These solutions meet all requirements as contained in Section 5.5.6 of the FBI CJIS Security Policy (Remote Access). Use of either of these solutions enable client agencies to remain CJIS compliant for purposes of FBI and/or state regulatory agency audits.



## Appendix Y – Workshop and Training Summary

Training/Go-Live Deliverable	Quantity	Training(s)/Workshop(s) Included	Remote/Onsite
CAD Enterprise System Orientation	1	Three (3) day workshop	Remote
CAD Enterprise Operational and Administrative Review (OAR)	1	Four (4) day workshop	Onsite
CAD Enterprise Administration (CAD Codefile Management) Training	1	Three (3) day workshop	Onsite
GIS Link Training	1	Five (5) day training class (24 hrs)	Remote
CAD Enterprise Response Plan Workshop	1	Three (3) day workshop	Remote
CAD Enterprise Validation & Readiness Workshop	1	Three (3) day workshop	Remote
CAD Enterprise Call Taker/Dispatcher User Training	1	Two (2) day training classes	Onsite
CAD Enterprise Dispatch Supervisor Training	1	Five (5) day training class	Onsite
CAD Enterprise Onsite Go-Live Support Services	1	Two (2) day Go-Live Support with two (2) CentralSquare Consultants, (1 Consultant per each am/pm shift) (48 hrs)	Onsite
CAD Enterprise Post Go-Live Optimization and Advance Configuration Workshop	1	Three (3) day workshop	Onsite
Mobile Enterprise Administration Training	1	Eight (8) hour training class	Remote
Mobile Enterprise Train-the-Trainer Training	1	Four (4) hour training class	Remote
CrimeView Analytics Administrator/Designer Training	1	Six (6) hour training class	Remote
CrimeView Analytics Train-the-Trainer	1	Two (2) hour training class	Remote

Advanced Reporting Module Training	1	Two (2) hour training class	Remote
Records Enterprise System Orientation	1	Five (5) day workshop	Onsite
Records Enterprise Administration Review and Training Workshop	1	Three (3) day workshop	Remote
Records Enterprise Workshop #1: Incident, Arrest, and Case Management	1	Three (3) day workshop	Onsite/Remote
Records Enterprise Workshop #2: Crash, Citation, Other Events, Field Interview	1	Three (3) day workshop	Onsite/Remote
Records Enterprise Workshop #3: Civil and Warrants	1	Three (3) day workshop	Onsite/Remote
Records Enterprise Workshop #4: Records Administration/State Reporting	1	Three (3) day workshop	Onsite/Remote
Records Enterprise Workshop #5: Property and Evidence	1	Three (3) day workshop	Onsite/Remote
Records Enterprise Output Designer Workshop	2	Three (3) day workshop	1 Onsite 1 Remote
Records Enterprise Report Writing Training	2	Three (3) day workshop	1 Onsite 1 Remote
Records Enterprise Validation & Readiness Workshop	1	Three (3) day workshop	Remote
Records Enterprise End User Training – Property and Evidence	1	Two (2) day training	Onsite
Records Enterprise End User Training - Field Officers	3	Two (2) day training classes	Onsite
Records Enterprise End User Training - Investigations	3	Two (2) day training classes	Onsite

Records Enterprise End User Training - Records	2	Two (2) day training classes	Onsite
Records Enterprise End User Training - Civil & Warrants Training	1	Two (2) day training classes	Onsite
Records Enterprise Onsite Go-Live Support Services	2	Four (4) day Go-Live Support with four (4) CentralSquare Consultants per 8-hour day	Onsite
Records Enterprise Post Go-Live Optimization and Advance Configuration Workshop	1	Three (3) day workshop	Remote
Jail Enterprise Administration Review and Training Workshop	1	One (1) hour training class	Remote
Jail Enterprise End User Training	15	Eight (8) hour training class	Remote
Jail Enterprise Report Generation Training	1	Two (2) hour training class	Remote
Jail Enterprise Remote Go-Live Support Services	1	Four (4) day Go-Live Support with one (1) CentralSquare Consultant per 8 hour day	Remote

**Note:** For the Records Enterprise Workshops 1 - 5, the Client can choose which 3 (three) workshops will be Onsite vs Remote.

**Note:** For any class that is denoted as 'Remote', the Client can choose to have the class 'Onsite'. The Client will need to make this determination during the Project Initiation and Planning phase, in order for CentralSquare to schedule resources accordingly. Changes in training locations (from Remote to Onsite or vice versa), should be documented and agreed upon via email. Travel costs for Onsite classes will be billed as incurred.

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## **Appendix Z – Data Conversions**

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### **CentralSquare CAD Enterprise Data Conversion**

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#### **Data Conversion Overview**

Data conversion is the implementation process of moving data from a legacy system or data files into your CentralSquare software product. Data conversion is a highly collaborative process between Client and CentralSquare Technologies.

The listed data conversion services and their associated costs are based on CentralSquare's understanding of Client's needs and current system. Any modules not explicitly listed in this section are not part of the current project scope and will not be included in implementation. If additional module conversions are required, each one will come at an additional cost based on the scope of the work required for each.

CentralSquare will implement a structured methodology for CAD Enterprise data conversion. Client is responsible for providing CentralSquare with extracted data in a format that can be used by CentralSquare for import. Formats suitable for import into can include Excel, MDB, CSV, and ODBC access from MS SQL; however, the specific format to be used for this Project should be reviewed between the respective CentralSquare and Client teams.

The conversion of prior CAD data is a process that involves several steps. CentralSquare develops a data conversion plan to Client detailing the data mapping between the legacy System and CentralSquare CAD Enterprise. During this phase of work, CentralSquare will work closely with the appropriate individuals from Client to map each data element in each legacy application to the appropriate target data element in the CAD Enterprise databases and reflect this information in the data conversion plan.

Generally, there is an initial conversion to bring the data set close to Go-Live, a second conversion just before Go-Live and a last conversion after Go-Live. Each step does not involve a re-conversion of previously converted data. These steps do not include ongoing maintenance of imported data. If the legacy data elements have a relevant counterpart in the target CAD Enterprise databases, CentralSquare can map the data and import it into the CAD Enterprise database structure.

Conversion of Premise and Caution notes can be performed independent from the Prior Incident data. A small sub-set of the data will be initially converted and loaded to validate the process. Upon completion of this test, the Premise and Caution notes data will be converted and imported to the system close to Go-Live, as a onetime process. Additions to Premises and Caution notes in the old system, between the time of data conversion and Go-Live will require manually entry by Client to the new system.

It is imperative that a member of Client's staff be available to support the data conversion effort. Many operational questions will arise that depend on the data and operational expertise of Client's staff.



This process is considered complete once the last set of data has been converted for the new CAD Enterprise system. Client is responsible for the validation of the data.

Due to the need for specific knowledge of Client's area, the geo validation process for the converted data is the responsibility of Client.

**Note:** Legacy data conversion will not include conversion of attachments to Premises or Historical Incidents into CentralSquare databases.

### Data Conversion Modules

Modules for conversion are defined in the Sales Order and this Scope Appendix:

Agency 1: Fort Bend Source Vendor: Tiburon

Module to be Converted	Definition of Module
Premise and Caution Notes	CAD Premise Info and Caution Notes
Incidents	Two (2) years of historical incident data
Additional Incidents	Optional: Additional years of Incident Data  Additional years is not included in this Contract.

### Data Conversion Process

The data conversion process is the work that drives the configuration and implementation process. Below are the significant tasks included in this project:

Major Task	Description
<b>Schedule</b>	CentralSquare and Client will schedule the data conversion tasks as part of the overall Project Schedule. CentralSquare CAD GIS training and build out of CAD Code Tables are pre-requisites to any conversion mapping exercise.
<b>Extraction</b>	Client will extract sample data in a format compatible with conversion and provide to CentralSquare
<b>Configuration Documentation</b>	CentralSquare will provide a configuration document to Client for the Incident Data Conversion Plan.
<b>Review</b>	An in-depth review between CentralSquare and Client SME will be held. This meeting will be recorded, and Client should be prepared to operate within the UI of the old system to provide examples and context
<b>Setup</b>	CentralSquare will configure servers and systems needed for the data conversion.

<b>Premise and Caution Note Sample Conversion</b>	A Small Premise and Caution Note conversion sample will be run to validate the mapping and the conversion process.
<b>Review and Validation</b>	A second in-depth review between CentralSquare and Client SME will be held to review changes to the Incident Data Conversion Plan and validate Premise and Caution sample data.
<b>Bulk Incident Data Conversion</b>	CentralSquare will bulk convert data into Client's Pre-production Archive system approximately two months prior to Go-Live.
<b>Premise and Caution Note Conversion</b>	Approximately one month prior to Go-Live the Premise and Caution Note conversion is run into Client's pre-production system. From this time onward Client must maintain Premise and Caution notes in their existing Production System and the CentralSquare Pre-Production system
<b>Sign Off</b>	Client Signs off on data conversion
<b>Go-Live</b>	The final extraction of Incident data and the final Incident delta data conversion is run as part of the Go-Live
<b>Final Sign Off</b>	Client signs off on the final data conversion run.

#### **CentralSquare Responsibilities**

- a) Work with Client to identify, document and implement a comprehensive data conversion.
- b) Advise on possible conversion options.
- c) Advise on project milestone dates and Client expectations.
- d) Provide training for Client on using CentralSquare data mapping tools.
- e) Work with Client to limit the number of Go-Live conversion events.
- f) Perform one or more sample conversions.
- g) Provide training for Client on validating the data conversion for completeness and accuracy.
- h) Convert legacy data into corresponding elements in the CentralSquare system. (Modifications to the CentralSquare system or database for the purposes of data conversion will be limited or unavailable).
- i) Perform final delivery of data conversion.

#### **Client Responsibilities**

- a) Provide subject matter experts to complete data conversion tasks, including providing expertise in third-party data architecture, providing business processing logic for addressing data conversion and identifying and scheduling appropriate personnel to attend training.
- b) Provide data dumps in the prescribed format within thirty (30) days of Agreement signing.
- c) Provide routine data dumps throughout the implementation process.

- 
- d) If needed, provide a temporary workstation for data conversion personnel.
  - e) If needed, provide UI access to the legacy system or test system for data conversion personnel.
  - f) Ensure the legacy data is "conversion ready," meaning it is clean (duplicates, typos, missing information, etc. have been corrected)
  - g) Provide a data dictionary or equivalent documentation to facilitate mapping data elements between the legacy system and the CentralSquare database(s)
  - h) Configure code values outside the scope of the data conversion process.
  - i) Take responsibility for costs assessed by the legacy system or any other third-party for performing the data extraction as described.
  - j) Configure code value and complete code value data mapping prior to data conversion processing.
  - k) Use provided tools to translate (map) code values between your legacy system and your CentralSquare.
  - l) Manual adjustments by Client may be required on converted data to make it eligible for state submissions, reports, or to align with new workflow processes.
  - m) Perform manual back entry of data saved after the final data cut if necessary.
  - n) Perform data validation. Validate data converted is both complete and accurate. Report discrepancies during the implementation process. (System downtime may be required to complete the data conversion process).
  - o) Use provided tools to report data conversion issues.
  - p) Provide sign-off of the converted data in a non-production environment.
  - q) Provide sign-off of the converted data set into the production environment.

## **CentralSquare Records Enterprise Data Conversion**

### **Data Conversion Overview**

Data conversion is the implementation process of moving data from a legacy system or data files into your CentralSquare software product. Data conversion is a highly collaborative process between Client and CentralSquare Technologies.

The listed data conversion services and their associated costs are based on CentralSquare's understanding of Client's needs and current system. Any modules not explicitly listed in this section are not part of the current project scope and will not be included in implementation. If additional module conversions are required, each one will come at an additional cost based on the scope of the work required for each.

The Client shall provide unencrypted data for conversion in one of the following compatible formats:

- MS SQL .bak files with database version and credential information
- MySQL .dump or .SQL files with database version and credential information

- 
- PostgreSQL .SQL files with database version and credential information
  - MS Access 2003 or newer .mdb files
  - CSV files with column headers and relationship mapping documentation
  - Oracle 10g or newer backup files

No images, objects or attachments will be converted as part of this conversion unless explicitly purchased.

All data conversion related fields must be finalized (for all agencies) within the Default Summary Templates prior to data conversion initiation. Changes to data conversion fields after the sign off of the Default Summary Templates may involve a Change Order.

Master Location GEO Validation is not included in the conversion.

Records Enterprise Templates (UI Forms) are a flexible design. Where no directly corresponding default element exists in Records Enterprise, the Template may be modified (or a new Template created for a module which does not exist) in order to accommodate the data. Some legacy data elements may also be stored in a narrative if desired.

If Client desires any modification to their original data in order to include it in a Records Enterprise record, they must fully document the transformation process used. All transformations so supplied must be able to be implemented via repeatable scripts vs. "human-interpretive" processes, or scripts requiring multiple passes or complicated parsing. These include but are not limited to names and addresses.

The CentralSquare data conversion team will not perform any data cleanup, master name merging, or redact information during the conversion process. Any data cleanup must be performed by the Agency either before or after the data conversion process.

The Agency should complete all state reporting on data entered into the legacy system prior to the final extract for the go-live run. All data manually entered into the Records Enterprise system after go-live can be reported to the state using the new Enterprise RMS system.

A conversion of legacy data into Records Enterprise does not entail any UCR to NIBRS conversion.

CentralSquare data conversion personnel will train the Client in the use of the Records Enterprise system, and the use of tools for reporting Data conversion issues. The client is responsible for data review of the converted data.

CentralSquare Technologies will provide a data conversion Specifications document prior to executing the data conversions. The Specifications document is a written plan for the conversion of the data, detailing source and target elements. This must be approved by the Client and

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CentralSquare and signed as part of a TCR in order to proceed with coding and iterations of data conversion.

The Standard Records Enterprise data conversion line item in the Agreement supports a single data source. Additional sources can be added either as separate Standard Records Enterprise data conversions, or as separate modules (such as standalone Property and Evidence Systems. This breakdown is detailed on the Data Conversion Modules section below.

### **Data Conversion Modules**

Modules for conversion are defined in the Sales Order and this Scope Appendix:

**Agency 1:** Fort Bend Source Vendor: Tiburon

<b>Module to be Converted</b>	<b>Definition of Module</b>
Standard Conversion – Masters	Master Person, Address, Property and Vehicle tables– only person, address, property and vehicle information associated to incident records are converted.
Standard Conversion - Incidents	Incident Summaries Only
Standard Conversion - Cases	Case Summaries Only
Standard Conversion - Evidence	Property and Evidence Module. Does not include Chain of Custody – only current status is converted. Chain of Custody can be converted into a Narrative.
Standard Conversion - Arrests	Arrest Module
Standard Conversion - Warrants	Warrants Module
Additional Conversion – Attachments	Document Management System
Additional Conversion – Mugshots	Mugshot Data
Additional Conversion – Citations	Citations Module
Additional Conversion – Civil	Civil Module
Additional Conversion – Field Interviews	Field Interviews Module
Additional Conversion – Crash	Crash Reports Module
Additional Conversion – Calls for Service	Calls for Service
Additional Conversion – Other Events Module: Pawn	Maximum of 62 fields.

### **Data Conversion Process**

The Data Conversion process is the work that drives the configuration and implementation process. Below are the significant tasks included in this project:

Major Task	Description
<b>Schedule</b>	CentralSquare and Client will schedule the data conversion Tasks as part of the overall Project Schedule. Code Tables, configurations and Templates must be built as part of the overall Project Schedule as a Pre-requisite for data conversion iterations to begin
<b>Data Delivery</b>	Client will provide data in a format compatible with conversion and provide to CentralSquare. For CentralSquare source products CentralSquare will provide the extraction from the legacy format into CentralSquare's schema.
<b>Setup</b>	CentralSquare will configure servers and systems needed for the data conversion including the staging template database. CentralSquare must have a copy of the legacy database prior to this step to ensure enough space and memory is assigned to the server to avoid issues during the conversion process.
<b>Template Finalization</b>	Agency to finalize all data conversion related fields within each of their default summary templates in Records Enterprise. The agency signs the Template sign-off TCR.
<b>System Walk Through</b>	An in-depth review between CentralSquare and Client SME will be held. This meeting may be recorded, and Client should be prepared to operate within the UI of the old system, or within the schema, to provide examples and context. A Data Conversion Coordinator will draft the data conversion Specifications Document. CentralSquare and the client sign the data conversion Specification document TCR confirming that the Data Conversion Coordinator has covered all the data conversion related fields. The specification document must be signed before CentralSquare can proceed with coding.
<b>Data Conversion Development</b>	Using the Data Conversion Specifications Document CentralSquare Engineers will map the data to the target format and develop scripts to fulfill the Data Conversion Specifications Document.
<b>Code Table Mapping</b>	CentralSquare will provide guidance on the Code Table Mapping Tool. Client will Map Code Table data using the tool.
<b>Data Conversion Iterations</b>	CentralSquare will convert data into Client's system which has been dedicated for data conversion testing. This is an iterative process and may involve new extracts and a refresh from the current Pre-Production system into the data conversion system and a purge of data from the data conversion target system.
<b>Review and Validation</b>	Client will review data conversion and provide feedback via designated CentralSquare tools. This is an iterative process.
<b>Sign Off</b>	Client Signs off on acceptance with the Data Conversion Verification Document.
<b>Go-Live</b>	The final data conversion is re-run as part of the Go-Live
<b>Final Sign Off</b>	Client signs off on the final data conversion run.

### CentralSquare Responsibilities

- a) Work with Client to identify, document and implement a comprehensive data conversion.

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- b) Advise on possible conversion options.
  - c) Advise on project milestone dates and Client expectations.
  - d) Provide training for Client on using CentralSquare data mapping tools.
  - e) Work with Client to limit the number of Go-Live conversion events.
  - f) Perform one or more sample conversions.
  - g) Provide training for Client on validating the data conversion for completeness and accuracy.
  - h) Convert legacy data into corresponding elements in the CentralSquare system.  
(CentralSquare has a flexible approach to the design of Templates which allows the Client to create templates and elements to convert data into. Modifications to the CentralSquare Records Enterprise code or database schema for the purposes of data conversion will be unavailable).
  - i) Perform final delivery of data conversion.

### **Client Responsibilities**

- a) Provide subject matter experts to complete data conversion tasks, including providing expertise in source system data architecture, providing business processing logic for addressing data conversion and identifying and scheduling appropriate personnel to attend training.
- b) Provide data dumps in the prescribed format within thirty (30) days of Agreement signing.
- c) Provide routine data dumps throughout the implementation process.
- d) If needed, provide a temporary workstation for data conversion personnel.
- e) If needed, provide UI access to the legacy system or test system for data conversion personnel.
- f) Provide a data dictionary or equivalent documentation to facilitate mapping data elements between the legacy system and the CentralSquare database(s)
- g) Configure code values outside the scope of the data conversion process.
- h) Take responsibility for costs assessed by the legacy system or any other third-party for providing the data dumps.
- i) Configure code values and complete code value data mapping prior to data conversion processing.
- j) Use provided tools to translate (map) code values between your legacy system and the CentralSquare system.
- l) Perform manual back entry of legacy system data saved after the final data cut if necessary.
- m) Provide sign-off of the Data Conversion Plan
- n) Perform data validation. Validate data converted is both complete and accurate. Report discrepancies during the implementation process. (System downtime may be required to complete the data conversion process).
- o) Use provided tools to report data conversion issues.
- p) Provide sign-off of the converted data in a non-production environment.
- q) Provide sign-off of the converted data set into the production environment.

### **CentralSquare Jail Enterprise Data Conversion**

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## Data Conversion Overview

Data conversion is the implementation process of moving data from a legacy system or data files into your CentralSquare software product. Data conversion is a highly collaborative process between the Client and CentralSquare Technologies.

The listed data conversion services and their associated costs are based on CentralSquare's understanding of Customer's needs and current system. If any additional conversions are required, each one will come at an additional cost based on the scope of the work required for each.

CentralSquare Technologies will provide data conversion services from the Client's current software database source(s) to the Jail Enterprise database module. For example, Client's current JMS database will be converted to Jail Enterprise. The contents of the data conversion will be determined by the Data Conversion Specification documents.

The Client shall provide unencrypted data for conversion in one of the following compatible formats:

- MS SQL .bak files with database version and credential information
- MySQL .dump or .sql files with database version and credential information
- PostgreSQL .sql files with database version and credential information
- MS Access 2003 or newer .mdb files
- CSV files with column headers and relationship mapping documentation
- Oracle 10g or newer backup files

Data will be converted into the Jail Enterprise module from the vendor database.

## Data Conversion Process

The data conversion process is the work that drives the configuration and implementation process. Below are the significant tasks included in this project:

Major Task	Description
<b>Schedule</b>	Central Square and the Client will schedule the data conversion tasks as part of the overall Project Schedule. Code Tables and configurations must be built as part of the overall Project Schedule as a Pre-requisite for data conversion iterations to begin



<b>Major Task</b>	<b>Description</b>
<b>Data Delivery</b>	Client will provide data in a format compatible with conversion and provide to CentralSquare. For CentralSquare source products, CentralSquare will provide the extraction from the legacy format into CentralSquare's schema.
<b>Discovery and Review</b>	An in-depth discovery meeting and review between CentralSquare and the Client SME will be held. This meeting will be recorded, and the Client should be prepared to operate within the UI of the legacy system to provide examples and context.
<b>Setup</b>	Central Square will configure servers and systems needed for the data conversion.
<b>Data Mapping</b>	CentralSquare will provide guidance on the Mapping Tool. Client will Map code values using the tool.
<b>Sample Data Conversion</b>	Central Sqaure will convert data into the Client's system which has been dedicated for data conversion testing. This is an iterative process and may involve new extracts to be provided from the Client.
<b>Review and Validation</b>	Client will review data conversion and provide feedback via designated Central Square tools. This is an iterative process.
<b>Sign Off</b>	Client signs off on data conversion.
<b>Go Live</b>	The final data conversion is re-run as part of the Go-Live.
<b>Final Sign Off</b>	Client signs off on the final data conversion run.

#### **CentralSquare Responsibilities**

- a) Work with Client to identify, document and implement a comprehensive data conversion.
- b) Advise on possible conversion options.
- c) Advise on project milestone dates and Client expectations.
- d) Provide training for Client on using CentralSquare data mapping tools.
- e) Work with Client to limit the number of Go-Live conversion events.
- f) Perform one or more sample conversions.
- g) Provide training for Client on validating the data conversion for completeness and accuracy.

- 
- h) Convert legacy data into corresponding elements in the CentralSquare system.
  - i) Perform final delivery of data conversion.

### **Client Responsibilities**

- a) Provide subject matter experts to complete data conversion tasks, including providing expertise in source system data architecture, providing business processing logic for addressing data conversion and identifying and scheduling appropriate personnel to attend training.
- b) Provide data dumps in the prescribed format within thirty (30) days of Agreement signing.
- c) Provide routine data dumps throughout the implementation process.
- d) If needed, provide a temporary workstation for data conversion personnel.
- e) If needed, provide UI access to the legacy system or test system for data conversion personnel.
- f) Provide a data dictionary or equivalent documentation to facilitate mapping data elements between the legacy system and the CentralSquare database(s).
- g) Configure code values outside the scope of the data conversion process.
- h) Take responsibility for costs assessed by the legacy system or any other third-party for providing the data dumps.
- i) Configure code values and complete code value data mapping prior to data conversion processing.
- j) Use provided tools to translate (map) code values between your legacy system and the CentralSquare system.
- l) Perform manual back entry of legacy system data saved after the final data cut if necessary.
- m) Provide sign-off of the Data Conversion Plan
- n) Perform data validation. Validate data converted is both complete and accurate. Report discrepancies during the implementation process. (System downtime may be required to complete the data conversion process).
- o) Use provided tools to report data conversion issues.
- p) Provide sign-off of the converted data in a non-production environment.
- q) Provide sign-off of the converted data set into the production environment.

# Exhibit B



CentralSquare Technologies, LLC  
1000 Business Center Drive  
Lake Mary, FL 32746

May 26, 2022

Robyn Doughtie, IT Director  
Fort Bend Sheriff's Office  
1410 Ransom Road  
Richmond, TX 77469

Dear Ms. Doughtie:

This letter is in response to the Fort Bend Sheriff's Office's request for a sole source letter from our company. This letter is to confirm that CentralSquare Public Safety Suite Enterprise is a sole source product, manufactured, sold, serviced, and distributed exclusively by CentralSquare Technologies, LLC (CentralSquare). Our unique features that would enable sole source include, but are not limited to:

- As a current Tiburon Customer, we have experience in migrating Tiburon data to Enterprise
- Citizen Location Query (exclusive to CentralSquare)
- Field Ops (exclusive to CentralSquare)
- CAD-to-CAD (exclusive to CentralSquare)
- Fully integrated platform from CAD to Mobile, Records, and Jail

This product must be purchased directly by institutions from CentralSquare at the address listed above. There are no agents or dealers authorized to resell this product. CentralSquare Public Safety Suite Enterprise is sold only as a direct transaction between CentralSquare and end Clients.

Sincerely,

DocuSigned by:

*Ron A Anderson*

6769F1AD774045B...

Ron Anderson

Vice President of Sales, Public Safety & Justice  
CentralSquare Technologies



# Exhibit C



### **CentralSquare Access Management Policy**

In order to provide secure, CJIS compliant connections to agency systems CentralSquare Technologies (“CentralSquare”) requires BeyondTrust or SecureLink as the only approved methodology of connection. BeyondTrust and Securelink provide the necessary remote access in order to service and maintain CentralSquare products while adhering to the FBI CJIS requirements. Both solutions utilize two-factor authentication Federal Information Processing Standard Publication (“FIPS”) 140-2 validated cryptographic modules and AES encryption in 256-bit strengths.

BeyondTrust and Securelink meet the security requirements required for Remote Access under the FBI CJIS Security Policy.

BeyondTrust and Securelink are addressed in turn via this Access Management Policy; Customers may choose which remote privileged access management solution will be utilized by CentralSquare.

#### **BeyondTrust**

The BeyondTrust remote support solution may be utilized via escorted session or a jump client. As for an escorted session, when an agency needs assistance from CentralSquare, the agency employee requesting assistance will receive verbal or email communication with a session key necessary to enable remote access. If a verbal key is provided, the user enters the session key after visiting <https://securesupport.centalsquare.com>.

Jump clients are a Windows service that can be stopped/started to facilitate a support session. Connections made via jump client can be active or passive. An active jump client is always available. A passive connection is enabled for a specific purpose and then disabled when not used. Regardless of the option selected, CentralSquare’s support team will arrange a BeyondTrust session to establish the jump client.

The jump client resides on the agency side on the installed device, where an agency administrator can manage. Instructions on how to enable/disable jump clients can be provided upon request. A sample workflow of a passive jump client is provided below:

*Should an agency require support from CentralSquare, a call would be placed and/or a support ticket opened in the portal on the CentralSquare customer support website. Before accessing the agency’s system and/or environment, the CentralSquare representative would send a notice of connection from the CentralSquare support portal instance. This notice can be sent to the individual at the agency that the CentralSquare representative is working with or other designated contacts as necessary. Upon receipt of the notice of connection, the agency personnel would enable the BeyondTrust jump client. The CentralSquare representative*



*would then be admitted to the agency's system and/or environment to perform the necessary task. Upon completion of the task, the CentralSquare representative sends a notice of disconnection from the CentralSquare support portal instance. Upon receipt of the notice of disconnection, the agency personnel would then disable the BeyondTrust jump client.*

### **Securelink**

Similar to BeyondTrust's escorted session, Securelink may be utilized via "quick connect". To enable a quick connect session when an agency needs assistance from CentralSquare, the Agency employee requesting assistance will enter a key code in order to connect for screen sharing on a device.

Similar to the jump client methodology, SecureLink may also be utilized via "gatekeeper". The sample workflow description for a jump client provided above is substantially similar to the workflow for gatekeeper.

### **Summation**

BeyondTrust and Securelink allow customers the ability to monitor connectivity to the customer's network and maintain CJIS compliance while enabling CentralSquare to perform the necessary support functions.

For any additional information, please do not hesitate to reach out to CentralSquare.

# CERTIFICATE OF INTERESTED PARTIES

**FORM 1295**

1 of 1

Complete Nos. 1 - 4 and 6 if there are interested parties.  
Complete Nos. 1, 2, 3, 5, and 6 if there are no interested parties.

**OFFICE USE ONLY  
CERTIFICATION OF FILING****1 Name of business entity filing form, and the city, state and country of the business entity's place of business.**

CentralSquare Technologies LLC  
Lake Mary, FL United States

**Certificate Number:**  
2022-935434

**Date Filed:**  
09/19/2022

**Date Acknowledged:**  
09/27/2022

**2 Name of governmental entity or state agency that is a party to the contract for which the form is being filed.**

Fort Bend County

**3 Provide the identification number used by the governmental entity or state agency to track or identify the contract, and provide a description of the services, goods, or other property to be provided under the contract.**

22-IT-101282  
Software application installation, support and/or maintenance

4	Name of Interested Party	City, State, Country (place of business)	Nature of interest (check applicable)	
			Controlling	Intermediary
	SuperMoose NewCo, LLC	Lake Mary, FL United States	X	

**5 Check only if there is NO Interested Party.**

☐**6 UNSWORN DECLARATION**

My name is \_\_\_\_\_, and my date of birth is \_\_\_\_\_.

My address is \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_.  
(street) (city) (state) (zip code) (country)

I declare under penalty of perjury that the foregoing is true and correct.

Executed in \_\_\_\_\_ County, State of \_\_\_\_\_, on the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.  
(month) (year)

\_\_\_\_\_  
Signature of authorized agent of contracting business entity  
(Declarant)